

# Subway Ceramics terms & conditions of sale

**Product description:** The Subway Ceramics collection of historically accurate, glazed ceramic tile is fabricated with the dry-press method to produce a flat, precise and tightly set tile installation, the distinguishing characteristics of Victorian-era tilework. Slight variations in color, shade, finish and dimension are inherent in ceramic products. Physical tile dimensions specified for each tile are actual; nominal tile thickness is 3/8". The Subway Ceramics collection is suitable for walls, backsplashes, and vanity tops.

**Installation:** Tile installation techniques should conform to standard industry methods as specified by The Tile Council of North America ([www.tileusa.com](http://www.tileusa.com)). When setting tile, use a beating block to flatten the tile surface and even-up the edges of the tile. Material should be installed by pulling from all crates or boxes to insure optimal blending of shade variation. No adjustment can be made once material has been installed.

**Sealing:** All crackle glazes should be sealed with a high-quality impregnating sealer. A pre-grout application of an impregnating sealer is recommended on all glaze finishes when using contrasting grout colors. Moisture can cause discoloration of some glazes. To prevent discoloration, the tile grout should be routinely sealed with an impregnating sealer. Refer to the sealer manufacturer's warranty, technical and product information for specific details on product installation, useful life, and product applications (including any warnings) before use. Subway Ceramics, LLC does not accept responsibility or liability for installation, sealing or refinishing of any product.

**Care & Maintenance:** Glazed tile surfaces should be cleaned routinely with an appropriate, non oil-based household or commercial cleaner. Routine cleaners should never contain acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout. Never use abrasive materials that are capable of scratching the glazed tile surface. ALWAYS test a small area PRIOR to usage of any installation/tile/cleaning/maintenance product to determine whether the product you are about to apply serves its intended purpose.

**Purchase Orders:** Purchase orders are required for all purchases. Please order using complete glaze & item numbers to prevent processing delays. All purchase orders are to be faxed to Subway Ceramics, LLC at 608-237-7291. Special order items cannot be cancelled once in production.

**Terms:** All materials are purchased with 50% down payment due upon placement of order. The balance is due prior to shipment.

**Payment:** All payments must be made by check for orders over \$2,500. To expedite smaller orders, a down payment can be made by check with the balance due payment by credit card prior to delivery.

**Pricing:** All prices are FOB regional distribution point. The regional distribution point for the Central and Eastern regions is Madison, WI. The regional distribution point for the Western Region is Los Angeles, CA. All prices are subject to change.

**Shipping:** Available shipping methods are UPS or common carrier freight. We reserve the right to override a carrier specified on the PO when an alternative is deemed more appropriate. All shipping costs must be either prepaid or billed to the purchaser's own shipping account.

**Upon Delivery:** Immediately review the shipment for accuracy of fulfillment against the Packing List on each shipping carton, including quantity, quality, and color, and for any shipping damage. Each Subway Ceramics order is carefully checked for accurate fulfillment and packed for a safe delivery. Contact Subway Ceramics, LLC immediately if any problems exist. Material should be installed by pulling from all crates or boxes to insure optimal blending of shade variation. No adjustment can be made once material has been installed.

**Claims:** Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All claims for fulfillment discrepancies or materials damaged in shipment must be presented in writing to Subway Ceramics, LLC within five days of delivery.

**Returns:** No returns are accepted after 90 days. Excess tile ('overage') cannot be returned for credit. Special order or custom items cannot be returned. Returns are subject to a 25% restocking fee, plus freight to and from the shipping location. Returned materials will not be accepted without a Returned Material Authorization form (RMA). Returned materials must be shipped with the same care and protection against damage that it was initially shipped with. Only materials received in re-saleable condition will qualify for a credit. Normal overage will not be accepted for return.

**Warranty:** All Subway Ceramics collection materials are warranted to the original consumer purchaser to be free from defects in material and workmanship for one (1) year from the date of installation. Installation constitutes acceptance of the product. Damage to product caused by inappropriate installation, accident, misuse, abuse, or improper maintenance is not covered by this warranty. Variations in shade and crazing are inherent characteristics thereof and are not defects. Variations in thickness will be allowed as per industry standards. No warranties are made against crazing, scratching or wear due to: improper installation-including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds, non-foot traffic wear or other similar incidents. Subway Ceramics, LLC hereby disclaims implied warranties including that of Merchantability and Fitness for a Particular Purpose and any liability for special, incidental or consequential damages. USE CONSTITUTES ACCEPTANCE.



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[SubwayCeramics.com](http://SubwayCeramics.com)