



CCB #205

TILE

Consumer Installation Terms & Conditions

- **ORDERING:** For protection of the consumer and to ensure Baptista has all the correct information, signed contracts and paperwork involving design, selections, and layouts are required. Material will be ordered once Baptista receives all required signatures.
- **FREIGHT CHARGES:** Our freight quotes are only an estimate and can and will be adjusted to reflect the actual freight cost. The majority of the time the actual amount cannot be determined until after the material has arrived and the paperwork has been processed.
- **RETURNS AND CANCELLATIONS:**
 - **Made to Order:** NO RETURNS WILL BE ACCEPTED. These orders are non-cancellable with our vendors and therefore non-cancellable with Baptista.
 - **All other returns** are subject to vendor approval. Many vendors have a 30 day return policy and may not accept the return if 30 days have passed. The 30 days begin when the material arrives in our warehouse.
 - **Restocking Fees:** If the return is authorized, you will be charged the appropriate restocking fee, plus return freight to the vendor.
- **QUANTITIES:** All quantities must be checked by a contractor or installer. If Baptista is NOT providing the installation, we are NOT responsible for estimating the actual quantities. Add-on materials ordered will also have additional freight charges and may encounter dye lot variation. Most vendors require full cartons to be ordered.
- **UPON DELIVERY:** Upon receipt of materials please review the shipment for accuracy of quantity, quality, color, and for any shipping damage. Contact Baptista immediately if any problems exist. The window for claims is extremely tight. All claims must be in writing to Baptista and any delivery carrier within five days of receipt of material. If material is shipped directly to the home owner or job site, any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. No adjustment can be made once the material has been installed.
- **RESIST SAMPLE FIXATION:** A small sample is not an accurate representation the beauty that you will see in your finished job. Natural stone, dye lots, and patterns will vary from lot to lot, as well as within the same lot.

TILE INSTALLATION:

- Provide Baptista with a clear layout/image/description of how tile is to be installed, including grout joints.
- Baptista does not re-install shower doors.
- Ceramic tile on floors should have no traffic on them for at least 24 hours. Wet areas such as showers, need 72 hours for the sealing of the tile and grout to cure.

IF DEMOLITION IS INCLUDED:

- Baptista's installers will try to remove sinks without damage, but sinks may break upon removal and is the responsibility of the owner/contractor to replace the sinks.

I have read and understand the terms above _____ I agree to have all the above items ready by scheduled template date; if the project is not ready, client and/or contractor, agrees to pay an additional trip charge if assessed on invoice.

Job# _____ **Client** _____

Baptista Representative _____ **Date:** _____