

# CALIFORNIA ART TILE

Residential shipments are shipped with a Signature Required for delivery.

Claims or Damage - Common Carrier Shipments and Parcel Service Shipments (Fed-Ex, DHL, etc.)-Our orders are inspected & properly packed for shipping. LTLs leave our warehouse on a pallet, which is banded & wrapped in plastic. Parcel Shiments are packed with shredded paper. We also use bubble-wrap and cardboard where necessary. Upon arrival, Consignee is responsible for inspecting product for hidden/obvious damages, shortages and /or breakage on the Freight Bill. In the event breakage or shortage occurs, consignee is responsible for maintaining original packing material & product to insure a proper claim with the Carrier. Mexican Handcrafted Tile, Inc. (MHT) is not responsible for product broken during shipment; hence, MHT reserves the right to preview all claims for breakage or shortages of product. The consignee is financially responsible for all replacement products, unless MHT agrees to pursue said claim. If MHT pursues a claim, it is understood that consignee will be responsible for retaining, in proper order, the original pacing material and product for inspection by the Carrier. Failure to retain packing material until claim is settled may void the claim, in which case Consignee becomes financially responsible for all charges, if any, which may be associated with replacement product including freight, special order fees, and handling fees.

Packing Charges on Parcel Service Shipments (UPS, Fed Ex, etc.) / Certain LTL shipments, apply as follows:	
1.5 x 1.5, 2 x 2 Dots	.05 each
2 x 5, 3 x 3, 4 x 4, 4" Trim	.10 each
3 x 6, 6 x 6, Beaks, 6" Trim 4" & 6" Liners, 2 x 8, 2 x 10, 8" Trim, 10" Trim, & 4 x 4 Mural Tiles	.17 each
6.75 x 10.5 Cottage Bead-board, 6.75 x 10.5 New England Button-board, 3 x 12, 12" Trim	.38 each
2 x 17, 4 x 17, 17" Trim	.38 each
Mosaic Sheets	1.00 each
8" & 10" Liners, 4 x 8 Tiles, 4" & 6" Raised Tiles, Drawer Pull/Knob	.20 each
Hand Held Sample Board, Bath Accessory Piece, Small Concept Board UngROUTED	3.00 each
4-piece Grouted Board, 4-piece Grouted Board with Top Cap	1.20 each
Grouted Board, Lg. Concept Board, Sink, Pottery, Nicho Wall Fountain, Lamp	6.50 each
* Certain zones require box-in-box packing for LTLs under 400 pounds.	Box-in-box fee: 7.00 each

Special Order: describes any order for product, which is not stocked by MHT. If MHT agrees that it is feasible to manufacture a Special Order, client must agree to pay, in addition to the cost of the product, a \$35.00 fee for EACH line item to be specially manufactured. For example, a separate fee would be imposed on an order that requests the manufacturing of a non-stocked Liner and Liner Corner \$35.00 x 2 = \$70.00 fee. Special Orders will not be processed for C.O.D clients until a 50% deposit has been received by MHT. There is a minimum waiting period on all Special Orders. Client is required to purchase ALL excess Special Order products that are manufactured as a result of your Special Order. Once we obtain your Purchase Order for a Special Order, there are NO CANCELLATIONS allowed. Please contact MHT FOR SPECIFICS.

Bounced Check Fees: All checks returned NSF insufficient funds and Stop Payments have a minimum \$30.00 processing fee. No exceptions are allowed! MHT reserves the right to request cash-only, in which MHT will only accept a cashiers check or Cash (US dollars) as payment from a client. Replacement funds including processing fees are to be issued to MHT via an overnight delivery service (i.e.; Ups, Fed Ex, etc.) . MHT requires notification of the overnight delivery service's name and the associated tracking number. Client's account may remain suspended, on a cash only basis, even after replacement funds, including fees are received in full.

Returns or Exchanges: No returns allowed.

On-Hold Orders: written notification from MHT is required. We protect hold orders for 1 business day. To protect an ON-Hold item, a 50% deposit may be required. After 1-day, MHT reserves the right to cancel any On-Hold item.

Purchase Orders: MHT reserves the right to refuse or cancel any purchase order at any time prior to shipping product. If MHT receives a PO for a stocked item & we deem the quantity ordered is in excess of our normal stock level, MHT may consider this a Special Order (see above), a 50% deposit is required & NO CANCELLATIONS ARE ALLOWED.

Promotional Materials: MHT charges for brochures and samples. For a complete list of fees, please contact the Marketing Department at MHT.

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# CALIFORNIA ART TILE

## Product Knowledge

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The following information should be understood by all resellers and end-users of California Art Tile

- Our glazed ceramic tile is not recommended for high-use areas, i.e., kitchen counters and floors. The glaze / body is soft and may scratch and stain. Tile can stain from juice, cola, cleaners or sealers. If end-user insists on using our tiles on a counter-top, we suggest incorporating a built-in cutting board or a solid work surface into their design. If end-user insists on using product on floor, slippage and wear must be considered. On a shower floor, certain glazes may show discoloration if water is trapped behind product; crazing may occur.
  - Our ceramic tiles are not for use in pools, wet or dry saunas and steam showers. Regarding decorative fountains, we recommend using our tiles above the water line. We have developed La Cava for pools and fountains, but cleaning acids such as muriatic acid and caustic chemicals are not recommended to come in contact with the tile.
  - Color and shade variation are sometimes extreme, and may differ from product samples and job add-ons. Trim and field tiles should be assessed PRIOR to installation. Samples may not accurately represent the full range of variations of the actual order.
  - All product sizes are approximations. The surfaces of handcrafted tiles are rarely flat and may vary in thickness and texture. Example: Our 4x4 tile may be thinner than our 4x8 tile, our Española Crystal White may vary in thickness from our Subway Crystal White shape. Installers must identify with all material PRIOR to install/ utilize liners to separate thickness or shade/ texture differences.
  - Variation in size and color may occur from shipment to shipment, or within the same box. No guarantee that tiles received in subsequent orders, as add-ons, will match or blend well with those from original order. Please consider trim needs when ordering. -Installer should shuffle tile and /or draw from multiple cartons to take advantage of these shade variations.
  - Bisque is unglazed tile that should be sealed before adhering it to a surface. Sealing is recommended before and after grouting and periodically as upkeep.
  - Several types of surface irregularities can occur (surface pops, puddle of glaze in depressions, glazed chips, bumps, crazing, pores) and are not uncharacteristic of handcrafted tiles. Surface pops, crazing and efflorescence may occur before and/or after installation. Surface pops result from concentrated spots of lime, which may be under the glaze and pop off of the tile. Efflorescence describes the growth of salt crystals on a bisque surface (visible under the glaze) due to the evaporation of salt-laden water. Crazing describes the spider-web-line appearance in our glazed red-body tiles and our translucent white-body colors. In order to limit the appearance of crazing, product should be sealed prior to install and contrasting color grouts should be avoided. **Note:** Markers, thin-set, water from wet-saw cuts, and contrasting grout colors could accent the crazing - permanently staining the product. Periodic resealing is a necessary maintenance procedure to limit staining.
  - Water environment: It must be assumed that water will get into the tile system in every case. Hence, discoloration from mold, staining, and water saturation may become an issue if the system does not allow absorption/evaporation equilibrium. We do not recommend applying tile on green board, sheetrock, or any polystyrene, polyethylene, etc. material. Do not use epoxy or polymer grouts. Water at tile-wall & tub-line intersection must be allowed to drain. Our glazed ceramics must be installed on a mud-set, or minimum 1/2" cement board with stainless steel fasteners. **Note:** Mud or cement board must **not** be sealed with a moisture barrier (paintable membrane), as equilibrium between tile and substrate must occur; otherwise, moisture behind product may bleed back through tile and discolor appearance. Any moisture barrier should be behind the substrate. We do not recommend using mastic; thinset-mortar is the preferred setting product. **We do not recommend epoxy thin-set or grout.** Since our ceramics absorb moisture, sealing the face of the tile and cut edges is advisable, however, we recommend testing the sealer on sample tiles before use to assess compatibility. Sanded, cement grout is recommended. The tile and grout (even sealed), and thin-set are not waterproof; hence a minimum 1/2" cementitious substrate must be used to allow for absorption/evaporation equilibrium. Handcrafted tile requires the use of wedges, not mechanical spacers.
  - Clean our products with gentle soap that contains no acids. We recommend avoiding the use of cleaners that contain phosphoric acids or glycolic acids that may cause etching and damage to glazes.
  - Avoid customer service problems or delays, order 5% extra for cuts, breakage and layout changes.
- Our ceramic tiles are considered for indoor wall application only and are not freeze tolerant.
- As in all tile, handcrafted tile can chip, nick & scratch.
  - Writing or marking on our tiles with ink markers is not recommended. Ink may be absorbed by surface pores and crazing, which may leave a permanent stain. We recommend wax markers. Avoid markers on Matte / Satin glazes. ALL marks should be removed prior to grouting, as certain grouts have polymers and epoxy which seal the tile.
  - Matte/ Satin Tiles may have little or no shine. We recommend cleaning our Matte tiles with a neutral cleaner with white synthetic (non-abrasive) pad.
  - Rejection of tiles must be made PRIOR to installation.
  - Tile installation does not start with the tile. The substrate system must be done professionally. It is a highly technical skill. Chemical compatibility is important. Not all grout, sealer and thin-set products are compatible. We recommend hiring a certified ceramic tile installer. Some states require licensing. Installation of our tile constitutes acceptance of the aforementioned irregularities.
  - Residential shipments are shipped with a Signature Required for delivery. Packing fees will apply.
  - ALL shipments should be inspected prior to acceptance. Any obvious damage must be noted on the Bill of Lading. Do not discard any damaged product. Regarding breakage freight companies require that all product, boxes and packing material be saved for inspection.
  - Handcrafted tile is not for everyone. It is important to share the above information with your company personnel and your clients.
  - Mosaics: please consult our website at CAArtTile.net for Product Knowledge and installation videos.**

I have read and understand the information contained in this Product Knowledge Sheet.

Signature X \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_