

# Subway Ceramics Terms & Conditions of Sale

## PRODUCT DESCRIPTION

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. Physical tile dimensions specified for each tile are actual; nominal tile thickness is 3/8".

Glaze options include solid gloss, crackle gloss, and solid satin glaze finishes. Slight variations in color, shade, finish and dimension are inherent in ceramic products. The Subway Ceramics collection is suitable for interior wall, backsplash, and vanity top surfaces.

## 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 a client services representative 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.

## INSTALLATION

Mosaic 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.

## SETTING MATERIALS AND METHODS

We recommend using a high quality polymer modified (Latex) Thin Set Mortar. For additional information, please consult the Tile Council of America's HANDBOOK FOR CERAMIC TILE. For more information call the TCA at (864) 646-8453 or email them at [literature@tileusa.com](mailto:literature@tileusa.com).

## SEALING YOUR TILE

- Crackle/gloss glazed ceramic tile:

We recommend that a high quality penetrating sealer be used before and after grouting. Pre-grout sealing (applied to seal the crazing lines) is essential for crackle glazes to prevent staining when using contrasting grout colors. Seal grout lines once the grout has cured fully by following the grout and sealer manufacturer's instructions.

- Other glazed ceramic tiles:

Pre-grout sealing (applied as a grout release) is recommended for glazed ceramic tiles only when using highly contrasting grout colors. Seal grout lines once the grout has cured fully by following the grout and sealer manufacturer's instructions.

- For all surfaces

To prevent discoloration of the grout or tile over time, 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. Heritage Tile, LLC does not accept responsibility or liability for installation, sealing or refinishing of any product.

## CARE & MAINTENANCE

- Glazed ceramic tile:

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 dull 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.

- For all surfaces

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.

## 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 Heritage Tile, 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. Heritage Tile, 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.



HERITAGE TILE, LLC  
303 Bruce Street  
Verona, WI 53593

HERITAGE TILE™



608-237-7274



608-237-7291

[WWW.HERITAGETILE.COM](http://WWW.HERITAGETILE.COM)