

NEW TERRACOTTA

— PORTUGUESE HANDMADE —

## **COMMERCIAL SUPPORT**

Glazed and Cotto Tiles

3<sup>rd</sup> Edition 2019

## ■ PLACING AN ORDER

### **CAN I BUY ONLINE?**

We are not prepared to sell directly through our website. For ordering tiles, custom requests, pricing, lead times or other needs please email or call us so one of our Design Consultants can offer personal assistance.

### **DO YOU SHIP INTERNATIONALLY?**

We have successfully supplied tiles for projects all over the world. We are happy to provide a shipping quote for international orders.

### **CAN I GET SAMPLES?**

Yes, we understand the importance of coordinating all the elements for your project and are happy to provide samples during your selection process.

Multiple samples can be ordered to give a sense of colour range. When you are ready to place an order you can also provide an approved colour control sample to the factory. Our team will use your sample as a guideline but please remember there will always be colour variation.

### **HOW SHOULD I DECIDE WHICH TYPE OF TILE TO USE?**

The application environment and the traffic levels it will experience will determine the type of tile you should select. Please contact us and we will direct you to the product that best suits your needs.

### **ARE THERE ANY MINIMUM ORDER QUANTITIES? DO YOU CHARGE A SET-UP FEE FOR SMALLER ORDERS?**

There is a 3 sqm minimum order per colour. Because each order is custom made, a set-up procedure is required.

### **SHOULD I ORDER EXTRA TILES?**

Yes, we advise a 10% contingency on top of the minimum quantity needed. This overage allows for the possibility of breakage during installation, for greater range selection and extras in case of damage in the future. Always refer to your installer when determining quantities.

### **CAN I RETURN MY TILES?**

Because we make our tile specially for you, returns are not accepted unless they are defective or damaged in shipping.

### **ONCE AN ORDER IS PLACED CAN I CHANGE IT?**

Because each order is custom made, we cannot change it once it has gone into production. If you do have a change, please contact us immediately to see if we can help resolve the matter quickly.

### **WHAT WOULD BE THE MINIMUM LEAD TIME FOR EMERGENCY ORDERS?**

If you need materials sooner for a rush order or job completion, please call and ask for a lead time specifically for you. Although we keep a limited quantity of our most popular products on hand, we operate on a first come first served policy without discrimination. When your order is placed check with us what is the estimated lead time.

## ■ PRODUCT UNDERSTANDING

### **IS CLAY A NATURAL MATERIAL?**

Clay is a natural and biocompatible material that naturally embodies extraordinary thermal and structural performances.

### **WHY IS THE NOMINAL SIZE BIGGER THAN THE REAL?**

Clay shrinks both during the drying process and the firing process. Tiles will shrink on average by 5% to 10% in size, depending on the clay type and by the firing time and temperature.

### **WHAT IS A BISQUE?**

When you look at a glazed tile from the side you can see 2 layers. The body of the tile, or largest layer, is called the bisque. The top layer is called the glaze.

## **WHAT IS A CRAQUELÉ?**

Some tiles are intentionally induced to craze to produce what is known as a craquelé finish. Craquelé glazed tiles should not be used on kitchen counter tops or surfaces subject to heavy uses.

## **WHY OXIDE EXPLOSIONS HAVE SUCH A VARIATION?**

Oxide Explosions tiles vary in colour and surface quality due to variations in glaze thickness and temperature during the firing process. This natural variation is intrinsic to their beauty.

To avoid misconceptions, we require that all clients approve the full variation within each reference.

## **WHAT ARE SHEETED TILES?**

The majority of our geometric designs can be divided into repeating components. These components are known as standard sheets. They fit together easily, requiring minimal or no tile cutting.

## **■ BESPOKE & CUSTOMISATION**

### **CAN YOU REPRODUCE ANCIENT TILES?**

Yes, we are quite well known for that. Please send us more information.

### **CAN I CUSTOMISE A PRODUCT?**

Yes, we can customise tiles and objects to best fit your style.

### **CAN I USE MY OWN DESIGN?**

Yes, you absolutely can. There are additional development charges and set-up fees applied to bespoke orders.

### **CAN I ORDER EDGE GLAZED TILES?**

Yes, you can glaze edges. The edge selection you make will depend on your installation layout.

New Terracotta products are available worldwide through showrooms, retailers and direct from us.

## ■ PLACING ORDERS

Please order carefully.

- Check the product specification. Samples may be requested.
- Check the quantities. Ordering proper quantities is essential, as we cannot guarantee an exact match between batches. We recommend ordering 10% extra tiles.
- Check delivery requirements and delivery costs.
- Once production has begun, orders cannot be cancelled.
- There is a 3 sqm minimum order per colour glaze.

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## ■ PRICES

- Prices are subject to change without notice according to cost variations.
- All product prices quoted exclude the cost of delivery and taxes.
- VAT rate is 23%.

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## ■ DELIVERY

- We can arrange delivery anywhere in the world. Please contact us to request a freight quote.
- Tiles are packed in cardboard boxes, loaded on a protected and sealed pallet. Pallets are delivered on the pavement.
- Special packing for bespoke products must be quoted. Please contact us.
- Freight quotes are passed on at cost with a 15€ pallet charge per pallet used.
- Delivery terms are to be considered indicative. Eventual delivery delays do not entitle customers to claim indemnity.

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## ■ PAYMENT TERMS

- A 50% deposit is required to confirm your order.
- The balance is due before order released. The goods will be released immediately after the payment has been received and cleared in full.

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## ■ LEAD TIMES

Nearly every New Terracotta product is made to order. Our lead times vary from product to product and may also be extended at certain times of the year. Nevertheless, we try to follow these timelines:

- In-stock tiles: 1 week to ship.
- Made to order tiles: 4 to 5 weeks to ship.
- Custom designed tiles and pottery: quoted on an individual basis.
- Exceptionally large quantities: quoted on an individual basis.

All lead times will be quoted on purchase order. Please contact us for stock checks.

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## ■ TOLERANCE TO DIMENSIONS AND SHADES

- Tiles are referred to its nominal size, not its actual size. Due to the handcrafted nature of our products, dimensions are approximate and may be subject to a degree of inaccuracy.
- The number of tiles supplied per square meter is approximate and depends upon the suggested grout joint.
- A possible variation in shades is considered as a particularity of such products. Tiles may exhibit variations from samples and within a shipped lot.

## CUSTOM PROJECTS

Please inquire us about custom developments.

- Custom projects are priced accordingly.
- Custom sizes are available for an additional charge.
- Custom glazes are subject to Run of Kiln, which may be up to 10% over original quantity.

## RETURNS

Please order carefully as we cannot accept returns.

Please check your products carefully on delivery.

- Any problems with quality, quantity and kind of material supplied must be reported to NEW TERRACOTTA within 7 working days of receipt of the order.
- In case of claim the buyer should put the disputed material at NEW TERRACOTTA 's disposal for any defect checking. No claim will be accepted once the material has been installed.
- Damage caused by inappropriate installation, accident, misuse or improper maintenance is not covered by NEW TERRACOTTA products warranty.
- Variations in colour, shade, tonality, texture and crazing are inherent characteristics of NEW TERRACOTTA tiles and are not defects.
- Variations in facial dimensions and thickness will be allowed as per handcrafted products standards.
- Although NEW TERRACOTTA provides Installation and Maintenance guidelines, its liability is strictly limited to the supply of products.



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AZULEJARIA  
CERÂMICA DE CONSTRUÇÃO  
D.L. nº 110/2002, de 16 de Abril  
**PORTUGAL**

Proud of being 100%  
Handmade in Portugal

