

# STUDIO JBC

## TERMS AND CONDITIONS

### Delivery

Immediately upon delivery, review the shipment for accuracy of materials ordered, including quantity, quality, color, and for any shipping damage. Contact your Studio JBC® sales representative immediately if any problems exist. You will be asked to provide photos illustrating the damage. Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All other claims must be submitted in writing to Jamie Beckwith Collection® within 7 days of receipt of material.

### Estimating

Studio JBC® will assist in estimating for an order/invoice, but all quantities must be checked and confirmed by the contractor or installer as Jamie Beckwith Collection® will not be held responsible for discrepancies in material ordered. Any additions or changes to the order could result in delays. Studio JBC® recommends 10% waste to be added for all patterns.

### Orders, Returns & Cancellations

With all patterns at Studio JBC® considered to be custom, all orders are non-cancelable and deposits are non-refundable. Lead time for production is approximately eight weeks and is provided as an estimate. This does not include transit time. Production lead times start only after initial payment is received and cleared through the bank. Studio JBC® will make every effort to produce the product in the shortest time possible. Studio JBC® will not be held responsible for orders that take longer than the eight week lead time. We recommend that installation is not scheduled until after material is received. Studio JBC® will not accept project leftovers for return. Items that incur damage and/or breakage due to improper storage conditions on buyers premises are not returnable and are not covered by our warranty.

## Payment Terms & Credit Extension

Dependent on product lead time and quantity, up to 100% and never less than 50% is due upon placement of order. The balance of the order is due prior to shipping. Studio JBC® does not accept terms. Shipping costs are to be incurred by the purchaser. All shipping is fully trackable and insured for the entire purchase amount.

## Installer/Owner Responsibility

All patterns offered within the Studio JBC hand made ceramic tile are hand made and therefore variation in color, texture, size and finish is to be expected. These are not considered flaws. Our tile product is manufactured in accordance with accepted industry standards. The installer assumes all responsibility for inspection of product quality prior to installation. We recommend hiring an installer that has experience working with hand made tile. Variation in color and size is what makes our tile unique and beautiful. Carefully examine product for color, finish and manufacturing quality and grade before installing. Contact your Studio JBC® representative immediately with any concerns. Unless otherwise noted, the product should be installed according to industry standards of the Tile Council of North America and as specified by the designer. Always use an experienced installation professional. Studio JBC® does not accept responsibility or liability for installation, sealing, or refinishing of any product. Tiles produced by Studio JBC are handcrafted, which means a wide variation of color tones and shades for most glaze colors. Due to the handmade nature, color and size may vary from shipment to shipment. There may be variation in texture, size and thickness. Blending prior to installation is highly recommended. Crazing is also a natural characteristic of glazed tile and may occur over time. Crazing is the cracking that occurs in fire glaze due to tensile stresses, temperature fluctuations and the contraction or expansion of the clay body. Crazing is not a defect and does not affect the durability of the tile. Studio JBC cannot accept claims if crazing is the reason for a claim. Installation constitutes an irrevocable acceptance of the product. Any questions or concerns must be resolved prior to installation.