



## TERMS AND CONDITIONS – BASIC

### Lead Times & Deliveries:

As much as we try to supply tiles from stock, sometimes this can be impossible due to high demand, this is often seasonal as Summer months tend to be busier than Winter months. When we are busy and quoting lead times we ask that you acknowledge that this is just an estimate. At Spicer Tiles we try to under-promise and over-deliver. For example, If we are quoting a lead time of 6 weeks, the likelihood is that it will be 4 weeks, but we like to allow for any down time in production. On the flip side, there may be occasions where circumstances are out of our control. For example, a power-cut causing the kiln to stop firing can often mean products need to be made from scratch again, meaning lead times are increased. If you plan on using our products on your project, please give us as much notice as possible in order for us to prepare. If the customer organises their own haulage, we cannot take any responsibility for products once the tiles are loaded onto the lorry. We cannot be responsible for the shortage, breakage or damage of any kind after the materials leave our yard.

### Estimates:

When we provide an estimate from drawings provided, it is exactly what it says on the tin – an estimate. Our estimator, Richard, has been in the industry and estimating quantities for decades and rarely makes a mistake. If there is ever a case where estimates are a long way out, upon investigation is it often found that there is a discrepancy with the scale of the drawing, or the actual size of the build isn't the same as the drawing. With this in mind, we implore everyone to check the quantity estimates provided, usually there is a trail of 3 or 4 parties between us and the project who will be willing to take a look, including the merchant, architect, main contractor and the subcontractor.

### Colour Variations:

As a company producing handmade clay tiles, it is understood that each tile has its own unique characteristics and irregular traits. This is caused by various production techniques we have in place. From the wet dug clay, to who made the tile, to which mould the tile was produced in, to its position in the kiln setting (tiles closer to the burners get hotter and go a darker colour). With all of these variables and much, much more we understand our product is the opposite from a uniform tile and we highlight this as much as possible in our product names such as the Hanbury Honeywell **Blend** and the Hanbury Burmarsh **Multi**. We run a glass door policy and welcome anyone to our factory for a detailed tour to showcase our production techniques and to take a look at the variations within the finished pallets of tiles. For the best results, when loading tiles onto the roof mix from as many pallets as possible.



### **Continuation of Supply:**

As time progresses, so does our product quality and production efficiency. As much as we try to keep the exact colour of our ranges the same, throughout the years it is inevitable that things change, a stock pile of clay may run out, meaning we have to source another, with this comes all sorts of complications, different clays need to go through different processes in order to become a solid, quality finished product. This may mean it needs to be fired to a higher temperature meaning the colour will darken slightly. We may need to adjust our firing cycle in order to keep up with changes to the British Standard. Not to mention, each batch of tiles we produce through our kilns vary slightly anyway. To combat this, and any confusion which may come with it, we offer to send out samples to every enquiry, from our most recent batches. We often update our social media accounts with pictures of recently completed projects, and we update the pictures on our website and brochures as often as we see necessary. It is our suggestion that if you have a project with two roofs, that you place the order for all the tiles at once, or at least speak to us so we can advise you of any planned changes within production.

### **Returns Policy:**

If, at the end of your project, you have tiles leftover, we are happy to take back into our stock any full, unopened pallets of tiles. However, there will be a 30% restocking fee and you must pay for carriage. Payment will not be made for 30 days, this gives us a fair chance to re-sell the tiles. Because of the restocking fee and the cost of carriage, it is often that case that it is more affordable to approach a local reclamation yard who will make an offer and most of the time collect the tiles themselves. Unfortunately there will be no returns on non-standard ranges. For clarification, our standard ranges are as follows:

- Spicer Medium Antique – Peg Tiles
- Spicer Dark Antique – Peg Tiles
- Spicer Red Antique – Peg Tiles
- Hanbury Burmarsh – Plain Tiles
- Hanbury Appledore – Plain Tiles
- Hanbury Honeywell – Plain Tiles
- Hanbury Churchland – Plain Tiles

All other tiles are deemed as non-standard and are ineligible for re-stocking.



**Breakages:**

As an industry standard, it is common to allow 3-5% for any cuts and breakages when estimating quantities, so please bear this in mind. We outsource the majority of our haulage to local businesses who insure the products they carry. If you feel you have a higher amount of breakages than is acceptable, please contact our office and we will take the appropriate steps to remedy the situation. We may need to send someone to site to inspect the tiles and take pictures so that we can make the appropriate claim against the haulier. So please keep all broken goods to one side. If we are unable to see the broken tiles we may not be able to make a claim and replace the broken tiles free of charge.

**Prices:**

Prices are valid for 30 days from the date of the quote. We reserve the right to amend or withdraw any quotations where the cost of manufacture or the availability of supplies or means of production are adversely affected.

We are very easy to talk to and if you have any questions then please do get in touch either by emailing [sales@acakent.co.uk](mailto:sales@acakent.co.uk) or calling 01797 364777.