



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 a couple of weeks for anything unexpected. On the flip side, there may be occasions where circumstances are out of our control, 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 you customer organizes 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 design. With this in mind, we implore everyone to check the quantity estimates provided, usually there is a trail of 3 or 4 parties between ourselves 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 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**. 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, the production facility, the clay used, the kilns used etc. 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 produced 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.

Returns Policy:

Unfortunately all of our tiles are made to order, which means that we cannot accept returns, however we do keep a keen ear to the ground when it comes to our clients and we always endeavor to help find a home for any left over tiles on your project.



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. Due to the current economic climate and instability of supplier we reserve the right to amend or withdraw any quotations where the cost of supply or the availability of supplies or means of supply 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@spicertiles.co.uk or calling 01797 364777.