

## Trading Terms & Conditions

- International Ceramics operate on strictly COD terms, all invoices must be settled prior to release of material, cleared funds are required prior to release of material;
- all sale items are final and non-refundable;
- all discounted pricing has taken into consideration faults, damages, defects or any other ailments of the material, and the Client accepts the discount as compensation for any possible imperfections, releasing International Ceramics entirely for any claims, compensation and/or liquidated damages;
- prices are valid at the time of quotation only and may be subject to change without notice;
- lead times are valid at the time of quotation only and may be subject to change without notice;
- lead times will only commence once payment has been receipted by International Ceramics in accordance with our deposit/payment terms and conditions;
- full payment is required within 48 hours of quotation to secure current floor stock;
- in the instance where an order is pending and has not been packed and/or dispatched, at International Ceramics' discretion any eligible payment/deposit shall be refundable on cancellation of the order if the material is current floor stock carried by International Ceramics or if International Ceramics is not itself committed to the manufacturer/supplier to take up the order;
- where the material is faulty, damaged or does not meet the specifications set out in the invoice, International Ceramics may be required to replace or return material only if a claim is made by the Client to International Ceramics within 7 days of pickup/delivery, otherwise material may be replaced or returned only at International Ceramics' discretion;
- where International Ceramics accepts to replace or return material, the original material must be returned to International Ceramics in its original condition free from further damage or alteration;
- where International Ceramics accepts to replace material, International Ceramics will replace the quantity of affected material in the same manner, time-frame and delivery method as originally purchased;

- where International Ceramics accepts to replace material and there is no additional material available, International Ceramics will replace the material with alternate material of equal specifications, quality and value at International Ceramics' discretion;
- where International Ceramics accepts to replace material and there is no alternate material available, International Ceramics will provide a refund at International Ceramics' discretion;
- no refunds or returns will be accepted for any sale stock, non-stock or special order material;
- delivery to site not included, unless otherwise stated on quotation;
- Client and/or Builder to supply final quantities prior to ordering of material;
- quantities indicated, estimated or supplied by International Ceramics are for indicative quoting purposes only, no responsibility will be taken by International Ceramics for variance in quantities;
- International Ceramics utilise unique codes, names and descriptions in the marketing of their material, therefore the packaging of the material may vary from codes, names and descriptions provided by International Ceramics;
- shade variation is an inherent characteristic of tiles and stone;
- no guarantee is given that additional material will be available if under-ordered;
- if available, no guarantee is given that additional material will be at the same price as the original order;
- samples are provided as an indication of colour and finish only, the final product may vary as a result of shade variation;
- samples will be not be provided from current stock or in the same shade as the final order, unless expressly requested by the Client prior to the order of any samples and agreed in writing by International Ceramics;
- cutting, bullnosing and/or fabrication of material not included, unless otherwise stated on quotation;
- Client and/or Builder to supply/confirm all specifications for cutting, bullnosing and/or fabrication prior to material being sent to a fabricator;
- full payment must be made for all material and fabrication costs prior to any material being dispatched for fabrication, cleared funds are required prior to any material being dispatched for fabrication;



**international ceramics**  
EST 1985 | TILES | STONE | MOSAICS

TM®

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Monday - Friday | 9:00am - 4:30pm

Saturday - Sunday | By Appointment

- material must be collected from International Ceramics within 14 days of written arrival notice, else storage charges may be applicable, storage charges will accrue at:  
\$8.00 + gst per pallet per week;  
\$20.00 + gst per crate per week;  
\$40.00 + gst per a-frame per week;
- the Client does not rely in any way on International Ceramics in relation to the use, fixing and installation of the material;
- International Ceramics is not liable for the works of any tradesperson(s) in the fabrication and/or installation of the materials, whether or not International Ceramics may have recommended the tradesperson(s) to the Client.

By accepting an order from International Ceramics, you acknowledge understanding and acceptance of the above terms and conditions in their entirety.