

## RETURN POLICY

- Returns must be accompanied by the original invoice and a reason for the return
- All returns must be made within 30 days of purchase.
- We will not accept any returns on clearance merchandise
- We will not accept returns on hardwood flooring, hardwood mouldings, ceramic REL's, ceramic baseboards, stone tiles or stone mosaics, bathtubs with any system or special order Schluter products
- We will not accept returns on cut lengths of vinyl or carpet
- We will not accept returns on any custom items which include, but are not limited to vanities, countertops, shower sills, glass enclosures, mirrors
- The customer is responsible for all delivery charges to return product to the store.
- In-Stock Items:
  - May be returned by the piece
  - Will be refunded in full
- Ordered Items:
  - Must be returned in full sealed boxes only
  - Will be subject to a 20% restocking charge on tile / stone / bathroom product / kitchen product
  - Will be subject to a 50% restocking charge on laminate / shower doors / shower bases / shower enclosures

## TERMS AND CONDITIONS OF SALE

- A 50% deposit is required to place an order or hold an item
- Measurements and quantities ordered are ultimately the responsibility of the customer
- It is the customer's responsibility to ensure shading, sizes, and colours are correct upon pick up of goods. No claims will be honoured after materials are installed.
- It is the customer's responsibility to determine whether any product is suited for any particular installation or purpose
- All orders are to be picked up within 30 days, or the order may be returned at customer's expense and/or deposit will be forfeited
- We recommend increasing quantity in a flooring/tile order to allow for waste & cuts by 10%-25%, depending on size of the tile, size of the area, and layout. The decision to add extra, however, is ultimately the customer's responsibility
- When placing orders for the same tile at two different times, the customer must be aware that shading and sizing will vary due to dye lot changes. Peel Tile will not be liable for any damages with respect to such differences. Additionally, identical matching of an order to showroom display tile is not to be expected. Display tile are representations.
- All claims in regards to incorrect shipment, etc must be brought to our attention within 24 hours of pick-up.
- Cancelled orders are subject to the same restocking charges as are outlined in the return policy
- Sample loans must be accompanied by a deposit, and returned within 1 week. After 1 week, the deposit will be forfeited.
- Customers should not schedule any trades before they have received and checked all materials.
- Delivery charges are not refundable under any circumstance. We recommend customers come to the store to review product before it is delivered.
- Measure & Design Deposits are applied to the value of the installed contract, once signed. If the customer chooses not to use Peel Tile's installation service, the deposit is not refundable.

*A "Successful Renovation"  
is a shared responsibility between Peel Tile,  
the consumer, and the contractor.*