

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 REL's, ceramic baseboards, or special order Schluter products
- We will not accept returns on cut lengths of vinyl or carpet
- There are no 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 40% restocking charge on wood / laminate / shower doors / shower bases

TERMS AND CONDITIONS OF SALE

- Peel Tile is not liable for any delays as a result of late delivery by our suppliers and/or other conditions beyond our control
- Customers should not schedule any trades before they have received and checked all materials.
- 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
- A 40% deposit is required to place an order
- 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 (unless otherwise arranged with a sales associate)
- We recommend increasing your order quantity 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.
- Identical matching of shading in subsequent orders is not possible, and a normal shade difference from original samples is to be expected. 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 for such differences.
- 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.
- Delivery charges are not refundable under any circumstance. We recommend you come to the store to review your product before it is delivered.

*A "Successful Renovation"
is a shared responsibility between Peel Tile,*

the consumer, and the contractor.