

# Terms and Conditions

**Flat rate shipping is limited to the continental United States, and is valid only using the standard "Flat Rate" shipping option.**

The customer will be deemed to have received, inspected and accepted goods as satisfactory and complete in all respects unless written notice of any alleged damage or shortage is received by Merola Tile of any goods supplied within 5 days from the date of receipt. Misalignment of some pieces on each sheet must be assumed as an intrinsic characteristic of this product and no claims will be honored for this reason. No claim whatsoever will be accepted after installation.

Custom orders or special orders of non-stocked products are final sale and can not be returned. Deposits or payments on such orders are non-refundable.

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In the event that a Merola Tile product is mistakenly listed at an incorrect price, Merola Tile reserves the right to refuse or cancel any orders placed for product listed at the incorrect price. Merola Tile reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Merola Tile shall issue a credit to your credit card account in the amount of the incorrect price.

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### **Miscellaneous**

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