
Shipping

How long will it take to ship my order?

In stock items ship within 10 business days. Depending on the size of your order, ship time can take between 2 and 10 days from the day you receive a tracking number.

How will my order be shipped?

Orders upto 20 square feet will ship FedEx ground. For larger orders, we usually ship in pallets via freight carrier. The specific carrier will vary depending on your region. You will be contacted by the carrier to schedule delivery details.

Does someone need to sign to receive my order?

For orders shipped FedEx, a signature is not required. However, if you would like to make special request, we would be glad to accommodate. For pallet size shipments, orders larger than 20 square feet.

How long does it custom order?

Items not in stock can take from 4 to 8 weeks to produce.

Can my order be expedited?

If you are in a rush, we can place your order on expedited status for a 30% price increase. Though expedited orders are not guaranteed a completion date, we can assure you that your order will be moved to the front of production. Typically, expedited orders finish production in half of the standard production time.

My project is not in the US. Do you ship international?

Clay Imports can ship to anywhere. For an international shipping quote, contact a sales representative here. For the most accurate quote, please include your order details, such as the amount of tile and shipping address.

Cancellation Policy

Clay Imports will accept cancellation of stock orders only within 24 hours of your purchase. Cancellation of custom orders is not permitted.