
SHIPPING POLICY

HOW WILL MY ORDER BE SHIPPED?

Orders are shipped by either package service (UPS) or a freight carrier (LTL) depending on weight and product type. Shipping estimates will be quoted at the time of order and may be modified if the actual shipping cost varies upon the final shipment. Orders that exceed 125lbs will ship out LTL.

HOW LONG WILL MY ORDER TAKE TO SHIP OUT?

All samples and in stock orders usually ships out within 2-3 business days.

All custom orders will ship out within 2-3 business days upon receiving confirmation of order arrival from your Sales Rep.

UPS

UPS shipping transit time varies, but is typically 2-5 business days from the time the order leaves our warehouse.

LTL

LTL Shipping transit time varies, but is typically 4-8 business days from the time the order leaves our warehouse. To ensure a successful delivery, we require onsite contact information for ANY delivery we make. Whether we deliver to a residence, business, or construction site, we will require your designated onsite contact to pick up the order. **Please note that Additional charges will apply if onsite contact info needs to be changed AFTER your order has shipped.**

ALL LTL ORDERS ARE CURBSIDE

Drivers will usually unload the delivery off the truck, but you will be responsible for getting your order inside and from the curb. Someone must be present to unload and sign for the order. The driver will not take the tile into your home or business. In addition, our shipping company will call you to arrange delivery appointment usually 1 day before delivery. **Please note that if the shipping company is unable to contact you within 48 hours, storage fees will begin to accrue and tiles will not re-ship until all fees and shipping costs have been invoiced and paid by the customer.**

SHIPPING POLICY

DO YOU ACCEPT CANCELLATION?

ClayImports will not accept cancellations and returns on any of our products. Please carefully review your project before placing an order.

DAMAGED/INCORRECT ITEMS

If you receive an item that is damaged, incorrect or defective, please take pictures of the damaged shipment prior to unpacking the order and of any broken materials and then notify us via email at contact@clayimports.com or the sales person email in charge of your order within **2 business days of receiving the products. (The proof must be included)**

Customer is responsible for the inspection of all material when received. Pictures will be required to assist in any claim for damage material. Please note any damage on the freight company Bill of Lading at the time of delivery. No claim for damage can be accepted if not noted at the time of delivery and notification must be sent to us within the following 48 hours.

Please do not refuse the shipment, if you find damage, missing material or incorrect quantities accept the shipment and note the issues in detail on the receipt with the driver. If damage is properly noted, we can begin the process of getting replacement material to you.

PLEASE READ THE FOLLOWING

Considering that our tiles are handmade and hand packed, they are susceptible to damage. Also, sometimes items get damaged during shipping. It is expected that a very small percentage of your tile will arrive chipped or scratched. **Note that these pieces can be used for cuts.** If your order arrives and the packaging is visibility and excessively damaged, please ask the delivery driver to note the shipping ticket with a description of the damage and it is to your benefit to return to us. Also, for claims submission, take pictures of the damaged shipment prior to unpacking the order and of any broken materials. **In most cases, we can replace the damaged tiles immediately at no additional cost as long as you submit the proof.**