

MEGATRADE CORPORATION'S POLICY SHEET

Terms and Conditions of Sale:

Orders/Sample Requests:

Orders and sample requests should be faxed or e-mailed.

Verbal Order's acknowledgement must be signed and returned to customer service.

Include your customer account number on all correspondence.

To avoid errors, include item#, description and size on Purchase Orders.

Payment/Credit:

Credit card payments are accepted: Mastercard - Visa - American Express

Credit line is available if credit is approved.

Check is accepted if bank reference letter is submitted and approved.

Damages:

Damaged goods must be reported in writing within 5 days from shipment date for replacement order to be shipped at no charge.

Pictures with PO and/or Order # showing proof of damaged goods must be provided.

Returns:

Returns accepted with prior authorization only.

20% Restocking Fee applies.

Return freight charges will apply.

No returns on discontinued products.

No returns after 30 days.

Returns must be shipped upright on pallet.

Tile that is returned flat or without boxes, will not be credited.

Claims:

It is the responsibility of the customer/installer to inspect the tile for color or shade variation and/or visual defects before installation.

Product claims with obvious defects will not be honored after installation.

Installation represents acceptance.

Notes:

Variations in shade & color are inherent in all kiln fired products and are characteristic of the products.

All tile sizes and trims are nominal.

When installing rectified tile, the factory recommends a minimum 1/8th inch grout joint.