

TERMS AND CONDITIONS

The Customer should always inspect the material to make sure it is received in satisfactory condition. Customer agrees to purchase the items in accordance with the Terms and Conditions listed below.

STONE Natural Stone is a product of nature. Variations in color, shading, markings and tone are characteristic of natural stone and therefore uniformity from one piece to the next cannot be guaranteed. No claims will be made on the basis of shading or discoloration once the installation has begun.

TILE All kiln-fired clay products are subject to variations in shade therefore samples, previous dye lots, and current dye lots may differ. All materials should be inspected **prior to installation**. No claims will be accepted after installation for color variation differences or if the tile selected was not the tile received. It is the customer's responsibility to check all materials provided by GENROSE prior to installation.

TERMS Interest will be charged at a rate of 1.5% (18% per annum) on any unpaid balance over thirty (30) days.

RETURNS **A 25% re-stocking charge is deducted from credit.** Materials are authorized for return only if the current dye lot is in stock. No opened containers will be accepted for return. Absolutely no credit will be issued on material returned after 30 days. There are no returns on special orders, grout, sealers, setting materials or discontinued tile.

Should any invoice be collected through any third-party, the purchaser agrees to pay a reasonable third-party collection fee for the making of such collection.

Ferazzoli Imports of New England, Inc. dba **GENROSE Stone + Tile** shall remain the owner of all merchandise until invoice has been paid in full. Payments made by check may be converted to an ACH Transaction.

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