

TERMS & CONDITIONS

The Customer should always inspect the material to make sure it is received in satisfactory condition. Genrose needs to be notified within 48 hours of delivery of any damage of material in order to put in a claim with the carrier, otherwise damage claims will not be accepted. 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. Installation constitutes acceptance.

TILE

All kiln-fired clay products are subject to variations in shade therefore samples, previous dye lots, and current dye lots may differ. No claims will be made on the basis of shading or discoloration once the installation has begun. Please examine all tiles before installation. Installation constitutes acceptance.

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.