

OUR RETURN POLICY

TILE We will honor returns of full, unopened cartons of tile within 30 days of purchase if the dye lot of that tile is currently in stock. To receive credit, please be sure to present your original receipt. Returns after 30 days are subject to manager's approval. **Please note, a 25% restocking fee applies to all returns so please be sure to carefully inspect all materials.** Discontinued tile and special-order items are non-returnable.

STONE Variations in shading, color, markings and tone are characteristic of stone. Please be sure to carefully inspect your stone with your installer as **claims on material will only be accepted prior to installation (installation constitutes acceptance of material).**

SAMPLES We will gladly accept all returns of samples within a 30-day time period from the date of your receipt.

SETTING MATERIALS/MAINTENANCE PRODUCTS Many of these products are sensitive to temperature changes. If the packaging is opened and/or moisture occurs, we cannot resell it. Therefore, we unfortunately cannot accept returns of grout, setting materials, cleaners or sealants. Please verify you are ordering the correct items and the proper quantities at the time of purchase.

FLORIDA TILE We will accept returns on select Florida Tile items within a 30-day time period. **Please note, a 25% restocking fee applies to all Florida Tile returns.** Unfortunately, we cannot accept returns of Florida Tile stone or glass items.

OTHER We will be happy to assist in the calculation of material for job estimation purposes, however, we highly recommend you speak with your installer to get accurate footages. **A 25% restocking fee applies to returns of material overages** so please be sure the correct amount of material is ordered for your project. Also, please be aware that custom-made and special-order items are non-returnable. All material must be inspected prior to processing any return.



GENROSE
STONE + TILE

Formerly **GALLERIA**
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