



TERA NOVA

When purchasing goods from Teranova Ceramics Please note that the following terms and conditions apply. Please read the following terms and conditions carefully as they affect your rights and liabilities.

GENERAL TERMS AND CONDITIONS

- Please note the Teranova Ceramics Online Stock Check Portal contains live data and will display accurate at time of checking however please bear in mind items may sell between checking and placing of orders and no guarantee will be given for same items sold to other orders within this period window.
- Please check stock availability prior to confirming your order.
- Please note a 1% credit card fee will apply to all Visa and Mastercard transactions.
- American Express transactions will incur a 2% credit card fee.
- A 10% handling fee will apply to all cancelled or amended orders once they have been processed.
- Teranova Ceramics is not responsible for materials once they have been laid.
- Teranova Ceramics gives no guarantee, as to slip/wear resistance or maintenance requirements of material supplied.
- Goods should be inspected and any discrepancies reported within 48 hours of receipt of goods.
- All goods shall remain the property of Teranova Ceramics until goods are paid for and funds have been cleared.
- Teranova is not responsible for third party goods discrepancies
- Prices are subject to change without prior notice.
- Custom Orders require a 50% payment prior to placement of order.

- Mistakes applicable to custom orders will be held responsible by the Architect, Designer, Tiler or Client associated.
- Once shipped from manufacturer there are strictly no returns or cancellations for custom orders.
- Shipping dates provided by Teranova are estimates only.
- Teranova will not be responsible for any delays in delivery which may result from circumstances beyond its control.
- Teranova does not accept returns on white tiles or natural products
- Teranova does not accept part order returns on Moroccan Zellige or Bejmat tiles.

NATURAL STONE

- Variations in colour and veining are to be expected for all natural stone products.
- Natural stone tiles require sealing with appropriate products prior to grouting.
- Please ensure to use correct adhesive for natural stone products, no responsibility will be taken for tile damage resulting from the incorrect adhesive being used.
- Teranova Ceramics is not responsible for changes in the physical appearance of natural stone after it has been installed.
- Natural stone should not be cleaned with acid-based cleaning products.
- Teranova Ceramics shall not be liable for advice provided herein regarding installation, fixing, grouting, cleaning or maintenance.

DELIVERY

- Teranova will provide free delivery to Sydney Metro areas, either to store or a designated depot.
- Teranova does not provide third party deliveries.
- Minimum of 3 hours required for same day collections (subject to prior approval).

- Deliveries will be subject to Warehouse scheduling.
- Please allow 48-72 hours for dispatch of goods or weights & dimensions to be provided unless discussed otherwise.