



CLASSIC TERRACOTTA TILES PRODUCT INFORMATION

The Daniel Robertson range of Classic Terracotta Tiles is designed to compliment both indoor and outdoor entertainment areas due to their non slip, abrasion resistant textures. The high density and low porosity ingredient promotes lifelong colour and stain proof durability. Please read the following information carefully:

Important Information

- Ensure you order sufficient tiles to complete the project as the same batch may not be available at a later date.
- Keep some tiles when the project is complete for future maintenance. Matching tiles some time later can be difficult.
- Ensure measurements are accurate and add 5%-10% for cuts, spare and possible damage to tiles in handling.
- Upon delivery please check the order is complete, of the correct colour and size. If this is not the case, please notify our office within 48 hours. Once the product has been removed from its place of delivery no claims will be recognised.

Fixing tiles

- As Terracotta Tiles are manufactured from natural clay they will have inherent size variation, this is normal. Size variation of +/- 2% is acceptable within dimensional sizing as well as thickness. Tiles should be laid with a 10mm grout joint to accommodate for any Imperfection.
- Be laid with the extrusion lines found on the base of the tile running in the same direction.
- Please use tiles from 3 packets or more at one time to ensure proper blending of the natural colour variation so as to have a pleasing effect.
- Keep an eye on your work as you progress so blend and effect is maintained.
- Cutting of Terracotta Tiles should only be done with a Diamond Saw Blade to ensure a clean cut. Safety equipment must be worn when cutting tiles.
- Being a natural clay product, moisture expansion will occur and because of this, expansion joints must be used **1.** Maximum 4000mm intervals in a grid pattern. **2.** Around all fixtures interrupting the tile surface e.g., columns, piers etc **3.** At the perimeter of area against all rigid surfaces **4.** Expansion Joints shall go right through the tile and adhesive bed to the background and be kept free from dirt and adhesive droppings **5.** Seal all Expansion Joints with an appropriate flexible sealant. **6.** Movement joints should be the width of the grout joint, be of a flexible nature and go through to the concrete base. Saw cuts are not acceptable.

Warranty & Returns

- No warranty claims will be recognized on product that has been laid.
- Due to the use of natural materials, colours may vary slightly from batch to batch. Consequently, leftovers cannot be returned.
- Product returns will only be accepted on unopened, saleable, current price list items, in current colours and batches within seven (7) days of initial delivery.
- The customer shall pay for all freight and associated costs relating to the return of the product.
- If approved, a credit will be issued for the original invoiced purchase prices of the product less any damaged product.
- A handling fee of 20% of the remaining balance will be deducted for documentation and handling and downgrading costs.