

ORDERS & SHIPPING POLICIES

Pricing:

- We supply you with multiple versions of our price list: Wholesale, Retail (2x Wholesale), and Blank versions (no pricing, just product details) in both Excel and PDF formats. We also offer a flat file for uploading into your pricing software.
 - *Flat file disclaimer* – due to the formatting limitations of a flat file, not all product details or limitations are shown. We advise using our price book in addition, so you have all necessary information.
- We do not release or publish pricing to anyone other than an authorized dealer.
- Mosaics are priced by the square foot and sold in full sheets. For example, if a mosaic sheet is 1.3 sf, then you need to order in increments of 1.3 sf. If you do not order in full sheet increments, we will convert the quantity to full sheets and round up.
- All other tile is sold by the piece. If you send a purchase order with a square foot quantity, we will convert it to pieces and will round up.

Samples:

- Samples are a snapshot in time. They are not intended to be a “control” sample or to represent a full order.
- 2x4 color samples are usually available to ship within 24-48 hours. These are priced at 30% off wholesale. Auto Sample Program (ASP) customers receive 50% off wholesale.
- Showroom replenishment orders of 2x4's may take 2-3 weeks to process depending on the size of the order and the availability of samples.
- Any samples other than 2x4's will have a 3-4 week lead time and no additional discount off wholesale. We will produce these faster if possible.
- **Auto Sample Program (ASP)** – We encourage all our showrooms to participate in our ASP. You pay a monthly subscription of \$160/month and we set it aside for use on display materials. When we release a new collection, you automatically receive the initial introduction card set and 1-2 boards. You can select all other display materials for the new collection and as we release new boards your selections will be sent to you. Our ASP customers receive new collections several months before they're offered to other showrooms. You will also receive 50% off wholesale on 2x4 color samples and a reduced \$5 processing fee on 2x4 sample orders up to 10 pcs.
- **Showroom Vignettes** – Will receive a 25% credit to your account once we receive high resolution, good quality photos we can use on marketing and promotional materials, our website, and social media. ASP customers will receive a 40% credit.

Submitting Orders:

- Orders can be placed via email or fax:
 - customerservice@encoreceramics.com*
 - showroomsupport@encoreceramics.com*
 - 541-955-8342
- You will receive an order acknowledgement within one business day via email. Any changes or cancellations must be submitted in writing within 24 hours of receiving your order acknowledgement. Any order additions after 24 hours must be submitted on a new purchase order.

Lead Times:

- Every order is custom made for you and we do not have stock at the factory. Most lead times will average 4-6 weeks. Orders over 150 sf or containing Alloy glazes may have an extended lead time. Gradients allow 6-8 weeks. These averages can fluctuate up or down depending on the orders going through at the time. Contact us for current lead times.

- We will assign a target ship date when you send a purchase order. Most orders ship prior to this date, but due to the nature of handmade ceramics there are times where we need to extend the date. When this happens, we will inform you in writing as soon as we are made aware of an issue.

Rush Orders:

- Rush orders might be possible depending on the material/quantity needed and the current production schedule. If we can accommodate, there will be a minimum 35% upcharge on all rush orders. Contact us for availability.

Shipping:

- All orders will have a \$15 processing fee in addition to shipping costs.
- 2x4 Sample orders for ASP customers (up to 10 pcs) will have a \$5 processing fee in addition to shipping costs.
- All pallet orders will have an additional charge of \$35 per pallet.
- **LTL Freight Quotes:** In order to issue a freight quote we will need the following information:
 - Quantity & Description of product
 - Delivery Address (or Zip Code if address is unknown)
 - Commercial or Residential Delivery? Construction site?
 - Special instructions – lift-gate required? Call ahead? Appointment?
 - Contact number required on all shipments.

Quotes will be issued with a reference number that must be included on the purchase order. Quotes will be honored if the information doesn't change. If any of the shipping information or order quantities/product changes then you will need to get a new freight quote. Freight quotes are good if we receive the order within 30 days of the quote. Quotes do not include processing or pallet fees.

- **Ground Shipping:** We are unable to ship on your UPS or FedEx account. We can give you a "guesstimate" for ground charges, but we are not able to honor these guesstimates like freight quotes. Ground charges are applied to the invoice when the order ships and it will be based on current shipping rates. Any ship direct orders require a phone number.
- **International Shipments:** A \$150 processing charge will be applied to any international shipments. For LTL freight shipments a \$60 per pallet charge will be applied for heat treated pallets (when required). If crates are needed, they will be additional and subject to current rates.
- **Storage Fees:** Orders without complete shipping information will be held for up to 72 hours while we await the information. *After 72 hours, a \$75 storage fee will be applied. An additional \$75 will be applied for each additional week.*
- **Damaged/Lost Shipments:**
 - Orders must be inspected visually upon receipt and any visible damage should be noted on the BOL.
 - We wrap all pallets in colored shrink wrap (usually blue). If a pallet arrives without this wrapper or with clear wrap in addition to colored, then we will know it has been mishandled at some point. Take photos and send them to customerservice@encoreceramics.com immediately. We cannot process any claims without photos.
 - All orders should be inspected for errors as soon as possible. Any hidden damage, order errors or issues must be reported to us within ten (10) days after receipt of the shipment.

Cancellations & Returns:

- All material is made-to-order. Once your order is in production (usually within 24 hours of order acknowledgement), it cannot be cancelled under any circumstance.
- Due to the handmade nature of our product, we cannot accept returns.

Add-on Orders:

- We suggest ordering 15-20% overage to avoid the need for add-on orders. Due to the nature of our handcrafted processes, we cannot guarantee a match to the original order.
- When placing an add-on order, please reference the original purchase order on all paperwork and provide a reference photo with the order.
- We will do everything we can to produce add-on orders at a faster lead time than regular orders.

Acceptance:

- Installation deems acceptance. Absolutely no exceptions will be made after installation.

Support Website:

- We have a support website full of sales tools to help you in the showroom.
- Visit www.support.encoreceramics.com and access specification forms for mosaics, glaze range sign-off forms, technical data, installation instructions and much more!

Stone Disclaimer:

- Stone is used as an accent to our ceramic in some mosaics and is not meant to replace the ceramic. Our mosaics cannot be ordered in all stone.
- Stone is a natural material and varies in color and sometimes thickness from order to order. We order stone from our supplier when you send a purchase order. We don't have control over the stone selected and cannot use COM stone. We do not have stone in stock at the factory.

Photo Disclaimer:

- We have included photographs of glaze range and finished installations to inspire you in your design process. Printed photographs are inadequate to fully communicate the visual and tactile aspects of our products. Our glazes are highly influenced by lighting which makes it difficult to properly capture all the nuances. Monitors and devices also influence the appearance of our glazes on social media and websites.
- Always obtain current samples before placing your order.