

# Terms and Conditions

Fired Design Tile & Stone is a Division of Rudiger Group Inc.

## ORDER ACCEPTANCE

- All purchase orders should be emailed or faxed. **Email is preferred.** Email: [order@rudiger.ca](mailto:order@rudiger.ca) or fax: 1-888-406-4407
- We do everything possible to meet delivery requirements; however we are not responsible for delays beyond our control such as: delay due to strikes, traffic accidents, freight company incompetence, acts of God, etc.
- All special orders require a 50% non-refundable deposit at the time of order.
- There is no guarantee of shade or caliber. If you require a specific dye lot, specify it clearly on your purchase order.
- Sales of discontinued material is final.
- Blueprint take-offs are done in good faith, we cannot assume responsibility for extra/shortages.

## ORDER CONFIRMATIONS

- You will receive an order confirmation via email shortly after sending your purchase order. If you do not receive an order confirmation, it is your responsibility to contact us as there are many reasons (due to technology for example) that can delay or prevent delivery of an order confirmation.
- You must verify that your order confirmation is correct prior to shipping.

## STOCK LEVELS

- We do our best to keep high levels of stock for all the items in our price list,  
**It is the customer responsibility to verify available stock before placing an order.**
- Stock levels change by the minute. If stock is limited, it is suggested to place a "hold" on the stock. We can hold stock up to 24 hours without a purchase order.

## CLAIMS, DAMAGE, DISCREPANCIES AND PRODUCT SHORTAGE

- Product must be inspected **before installation. No claims will be honored after the product is installed.**
- Color variation is an inherent characteristic of tile.
- Freight must be inspected BEFORE signing waybill. If you note damage, please take photos before and after opening the shipment.
- Freight claims must be made in writing to your sales rep or order design within 12 hours of noting the damage on the waybill.
- Order shortage or discrepancies must be made in writing within 12 hours of receiving the product.

## RETURNS

- All returns must have prior consent of your sales representative and be in factory sealed boxes, in new condition.
- No returns on stainless steel tile, glass or mosaic tile.
- No returns of natural stone that has been sorted through.
- No Returns on Liquid products.
- All returns subject to a minimum 25% restocking fee.
- Freight cost for return's to Grande Prairie is customer's responsibility.
- No returns, refunds or exchanges after 60 days following the invoice date will be accepted.

## PRICES

- Prices, terms and conditions are those in effect at the time of shipment and are subject to change without notice.
- Prices are listed in Canadian Dollars and do not include sales tax, FOB Grande Prairie.
- Products are generally sold by the piece (unless noted) and square footage prices are estimates only.

## PAYMENT TERMS

- If you have an approved charge account, terms are "payment due 30 days from invoice" (unless stated otherwise).
- Customers without approved credit must pay for the product before shipping.

**Cutoff for orders to ship out same day is 1pm MST**

### **Freight Terms:**

General Freight Terms are listed below. You may have a unique arrangement depending on your location and situation. Freight is to an approved business address with a forklift on site. Extra charges apply for power tailgate or residential delivery.

-We assume no responsibility for damage during transit or transit

-Freight prices MOQ are based on **MSRP**



### **Alberta:**

#### **Major Centers**

**Calgary & Airdrie:** Free Freight with combined orders over \$800 MSRP. \$25 charge if under \$800. Average Transit Time 2 days

**Edmonton:** Free Freight with combined orders over \$150 MSRP. \$25 charge if under \$165. Average Transit Time 1 day (Overnight)

**Red Deer:** Free Freight with combined orders over \$800 MSRP. \$25 charge if under \$800. Average Transit Time 2 days

#### **Other Locations**

**Camrose, Cochrane, Drayton Valley, Drumheller, Fort Saskatchewan, Lloydminster, Lethbridge, Medicine Hat, Olds, Okotoks, Rocky Mountain House, Steepler, Sundre, Wetaskiwin, Whitecourt:**

Free Freight with combined orders over \$1250 MSRP. \$50 charge if under \$1250. Average Transit Time 2-3 days



### **British Columbia:**

#### **Major Centers**

**Okanagan:** Free Freight to Calgary with combined orders over \$350 MSRP. \$25 charge if under \$350. Most customers use PCW beyond using their own account. Average transit time to Calgary is 2 days.

**Vancouver & Area:** Free Freight to Calgary with combined orders over \$350 MSRP. \$25 charge if under \$350. Most customers use PCW beyond using their own account. Average transit time to Calgary is 2 days.

#### **Other Locations**

**Dawson Creek & Fort St. John:** Free Freight once a week. Minimum combined order over \$350 MSRP. \$25 charge if under \$350.



### **Saskatchewan**

#### **Major Centers**

**Regina:** Free Freight for with combined orders over \$1600 MSRP. \$50 charge if under \$1600. Average Transit Time 2-3 days

**Close to Regina:** Most customers close to Regina pick-up from Regina Terminal using the same free freight terms as Regina.

**Saskatoon:** Free Freight with combined orders over \$1600 MSRP. \$50 charge if under \$1600. Average Transit Time 2-3 days

**Close to Saskatoon:** Most customers close to Saskatoon pick-up from Saskatoon Freight Terminal using the same free freight terms as Saskatoon.

#### **Other Locations**

**Battleford:** Free Freight with combined orders over \$1600 MSRP. \$50 charge if under \$1600. Average Transit Time 2-3 days

**Swift Current:** Free Freight with combined orders over \$1600 MSRP. \$50 charge if under \$1600. Average Transit Time 2-3 days