



Ck Reg: 2016/264246/07  
VAT Num: 4500299526  
Unit D1 Sanlam Industrial Park  
Cnr Fabriek & Masjien Str, Strijdompark

## Terms & Conditions

- This Quote estimate is valid for 30 days.
- Price Term: EXW Randburg Johannesburg
  - : 100% TT in advance, thus full payment is required before delivery is made. Goods will not be delivered or released without full payment
  - : All goods remain the property of Pvc Floor Tile (Pty) Ltd until fully paid for.
- The quote excludes installation, adhesive, maintenance products other than specified in the quote, proforma or Tax invoice.
- For some colour PVC tiles, please allow a min of 5 working days for production. Most times we do have stock available.
- Delivery dates can be confirmed once payment has been made.
- Pvc Floor Tile will give you 1 year guarantee and 2 years warranty on the tiles.
- We do require a deposit equivalent to the value of the materials on all Installation services

## Delivery

- Delivery is charged upon request

## Installation conditions

- The customer should ensure that the floor to be installed is in such conditions that we will be able to carry out our installation without hinderances. Such floor should be solid, rigid, and flat. If we are unable to install on the booked date, Pvc floor tile shall not be held responsible on any unfinished installation and will levy a further installation fee if we are to return on the next day or any other day.
- Any extra work such as removal of furniture, carpet and any material may be charged.
- Customer must ensure that they have extra 10% material to cater for waste.
- Collection of extra material may be charged if the customer under ordered the materials.



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### Combo Special Pricing

- Special pricing will be limited to the amount of material stated in the special, any other extra material needed will need to be paid for in full

### Refund Policy

A normal refund without fault from Pvc Floor Tile (Pty) Ltd, this policy is applicable whether the client has received their product or not

- Products must be unused, if the product is unused, we will refund 90% of the purchase price and we will deduct 10 % handling fees. This is applicable to product that has either been collected or not.
- Used Products, if the product is used, the company will buy the material/ tiles using the current rate per kg long as there is no glue or paint. On the products.
- Refund of defective, In Manufacturing it is not uncommon for products to have some defects and although we do everything in our powers to prevent defects, it is still possible to have some batches with defects and it is still possible that batches might be dispatched with certain defects, therefore it is our policy to replace such defect products with new ones
- Please note that our black pvc floor tile is manufactured using recycled materials and a certain amount of defects as well as marks and colour variances are acceptable and will not be refunded or replaced.
- The customer must be aware that Pvc Floor Tile (Pty) Ltd will not be held responsible for any other cost like transport, laying of the tiles, delays in completion of projects or any other cost that occur because of the defected products.
- Processing of refunds will occur within 7 business days from the day of initiation

### Returns

- Returns are only processed and refunded upon receipt of full consignment
- No refunds will be processed if we have not received the full products

### The sizes and colour variances

- Although Pvc Floor Tile (Pty) Ltd does everything possible to ensure that the tile sizes and colour do not vary. We are unable to guarantee the tile sizes and colour are the same in different batches. As we make use of injection Moonsamy process, there are many factors such as temperatures, weather conditions, material inconsistency, etc that will have an influence on the



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size and colour. Please bear in mind that these factors will have an impact as size of the install increases.

- Also note that previously installed tile might differ in sizes from the new tiles as the installed tiles in most instances will have expanded over time because of external factors even if the tiles have been made from the same mould.

### White injection Moulding marks on center and edges of tiles

- White marks caused by injection mould gasses is normal with all injection moulding pvc floor tile manufacturers. We have found applying Pvcocity Polisher to the tiles will eliminate or reduce such marks, however this is not guaranteed and Pvc Floor Tile (Pty) Ltd cannot be held responsible for any such white marks

### Colored Tile Staining

Mostly bright colours tiles such as white, red, and yellow might carry small amounts of stains from the manufacturing process, which is very normal and pvc floor tile cannot be held responsible for such stains

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\*\* A payment is counted as acceptance to the terms and conditions above mentioned. \*\*