



Phoenix Tiles prides itself on designing and manufacturing tiles that bring the technical qualities & design of European tiles to life, at prices affordable by all.

Each of our products is independently tested and has its very own fact file & technical data sheet which outlines its suitability of use for floor or wall applications, as well as recognised 'wear rating' such as surface hardness, scratch resistance and, if applicable, a tested 'slip rating.'

When laid correctly and under the guidelines of OH&S and your Local Authority Standards, our tiles are guaranteed against manufacturing defects, within the parameters of the technical specification sheets provided, for a period of 15 years.



Note:

Tiles are produced from natural materials and variations in size, colour and texture are an inherent characteristic of such. Shade variations are inherent in all kiln fired clay products. It is possible that the tiles purchased will be slightly different from the samples provided.

All tiles must be checked for defects prior to laying. Open two or three cartons and inspect the tiles for correct colour and acceptable shade. If you have any issues with either the colour, size, shade, or texture; or if there is concern that the surface may be tarnished in some way, it must be reported before the tiles are laid.

Once tiles have been laid, concerns or claims regarding these issues will not be entertained.

All porcelain and ceramic tiles can be slippery when wet. Liability will not be accepted for accidents due to inappropriate tile selection, maintenance or negligence.

In the unlikely event that the tiles fail after they have been laid, it would need to be determined if it is the tile, the laying or the treatment of the tiles which has caused the fault before any replacement or refund will be considered. If it is determined by Phoenix Tiles that the tile has failed due to a manufacturing fault then we will offer to replace the tiles or offer a full refund of the cost of tiles.