



**Stock Program**

**DUNE** | **Roca**  
UNIQUE MATTERS



Kit-Kat Ivory 4.5"x9.1"



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PORCELAIN



# Agadir

Agadir, a series of tiles inspired by the miscellany of this Moroccan city, the richness of zellige and Berber crafts.

Agadir Piedra 5.8"x5.8"

# Agadir

Glazed Porcelain



**2.8"x11"** **5.8"x5.8"**  
7x28 cm 14.7x14.7 cm



**Niebla**



**2.8"x11"**  
188546



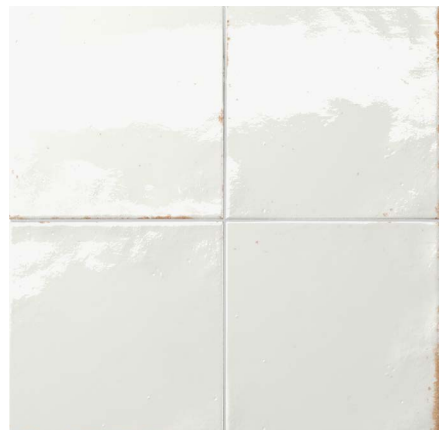
**5.8"x5.8"**  
188574



**Piedra**



**2.8"x11"**  
188547



**Niebla**



**5.8"x5.8"**  
188574



**Piedra**



**5.8"x5.8"**  
188578

# Agadir

Glazed Porcelain



**2.8"x11"**  
7x28 cm

**5.8"x5.8"**  
14.7x14.7 cm



**2.8"x11"**  
7x28 cm

**5.8"x5.8"**  
14.7x14.7 cm



## Cotto Oscuro



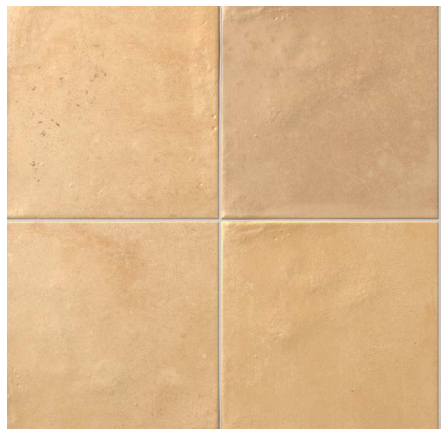
**2.8"x11"**  
188573



## Agua



**2.8"x11"**  
188573



## Cotto Oscuro



**5.8"x5.8"**  
188580



## Agua



**5.8"x5.8"**  
188580

# Agadir

Glazed Porcelain



**2.8"x11"**  
7x28 cm

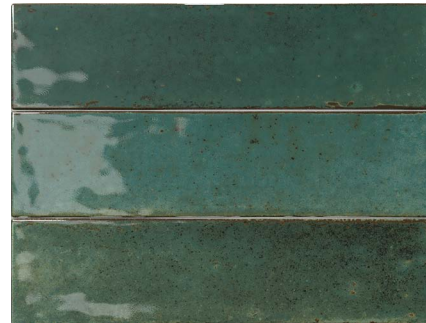
**5.8"x5.8"**  
14.7x14.7 cm



## Lago



**2.8"x11"**  
188548



## Selva



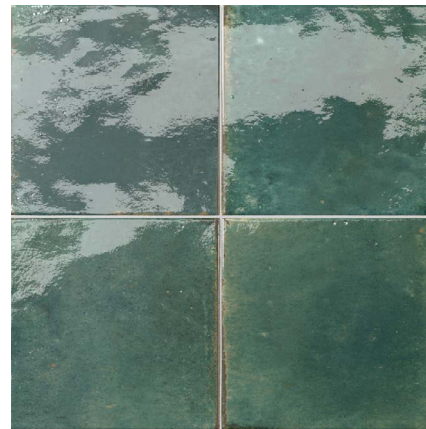
**2.8"x11"**  
188570



## Lago



**5.8"x5.8"**  
188577



## Selva



**5.8"x5.8"**  
188578

# Agadir

Glazed Porcelain



9mm

**2.8"x11"**  
7x28 cm



## Lava



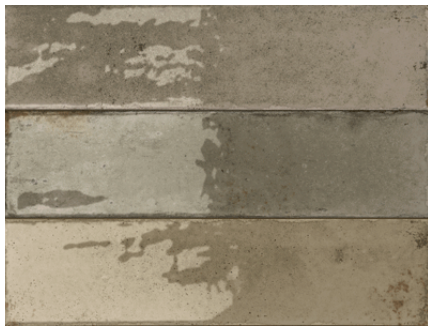
**2.8"x11"**  
188758



## Ivory



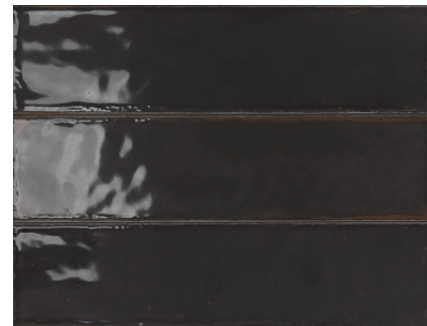
**2.8"x11"**  
1889222



## Musgo



**2.8"x11"**  
1889222



## Noche



**2.8"x11"**  
1889222



CERAMIC



Atelier White 3"x11.8"

# Atelier

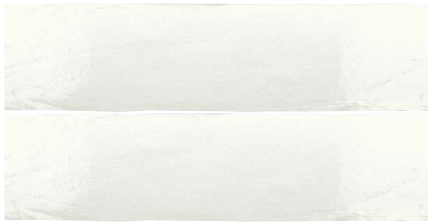
Atelier, a collection inspired by handcrafted ceramics, emulating their uneven edges and light relief. A perfect collection to give any project a distinctive, homely touch.

# Atelier

Ceramic Wall



**3"x11.8"** 3"x5.9"  
7.5x30 cm 7.5x15 cm



**White Glossy**



**3"x11.8"**  
227959



**White Glossy**



**3"x5.9"**  
226654



GLAZED PORCELAIN



Atlantique Bayonne 8"x8"

# Atlantique

Captures the serene essence of the French Atlantic coast, evoking its soft light, the ebb and flow of the waves, and the nostalgic beauty of its fishing villages. With a color palette inspired by the sea and Atlantic landscapes, and an imperfect artisanal aesthetic, the tiles in this series convey warmth, tradition, and exceptional material richness.

# Atlantique

Glazed Porcelain

9  
mm



8"x8"  
20x20 cm



Bayonne



8"x8"



Josselin



8"x8"



# Atlantique

Glazed Porcelain

9  
mm



8"x8"  
20x20 cm



Saint-Michel Olive



8"x8"



Atlantique Saint-Michel Olive 8"x8"



PORCELAIN

**BUILDING**

A BLOCK B BLOCK

Calacatta Lux 11.8"x35.4"

# Calacatta

Calacatta a collection of white marble products with grayish veins that will make any space a stylish and appealing setting. Discover our new Superwhite floor tile models with a whiter appearance that is perfect for lifting any room.

# Calacatta

Ceramic Wall & Glazed Porcelain



**11.8"x35.4"**  
30x90 cm



## Lux

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**11.8"x35.4"**  
187521N



## Carezza Lux

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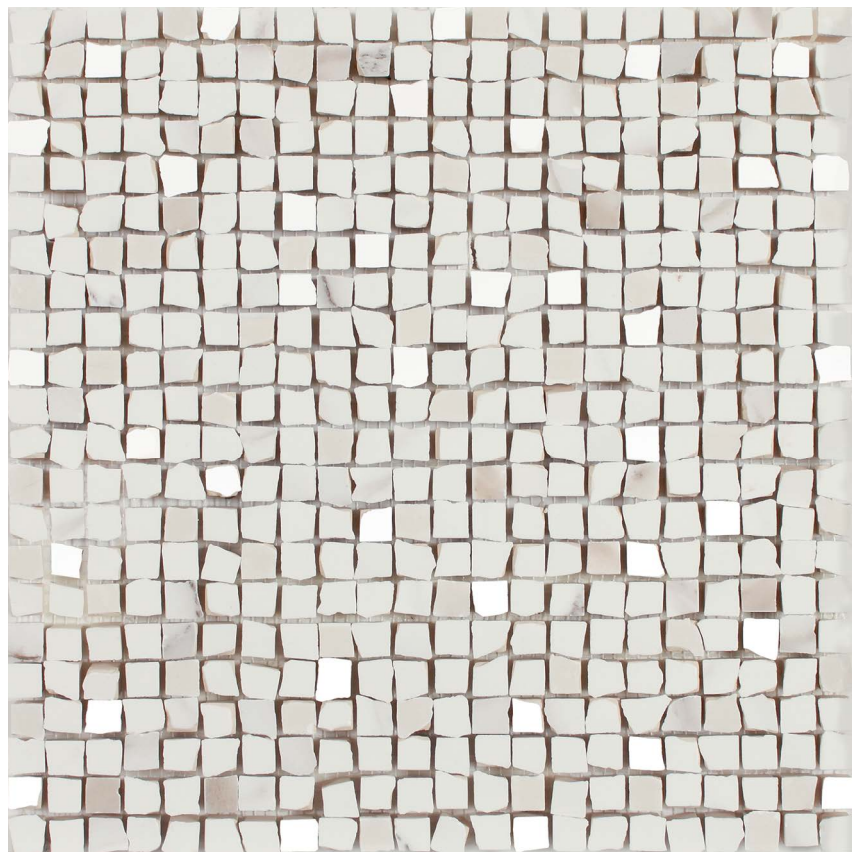
**11.8"x35.4"**  
187590N

# Calacatta

Ceramic Wall & Glazed Porcelain



**11.8"x11.8"**  
30x30 cm



## Mosaico Lux



**11.8"x11.8"**  
187585



# Calacatta

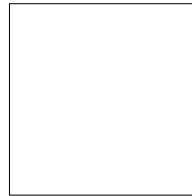
Ceramic Wall & Glazed Porcelain



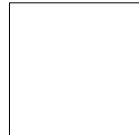
**35.4"x35.4"** **23.6"x23.6"**  
90x90 cm 60x60 cm



## Superwhite



**35.4"x35.4"**  
188204



**23.6"x23.6"**  
188206

# Calacatta

Ceramic Wall & Glazed Porcelain

10mm



**23.6"x47.2"**

60x120 cm



## Superwhite



**23.6"x47.2"**  
188223



PORCELAIN

Cremabella 11.8"x35.4"

# Cremabella

Cremabella, a traditional, timeless marble that is understated and elegant, making it perfect for rooms in the home or commercial premises. Combining it with copper hues in your decor gives it a luxurious and elegant appearance.

# Cremabella

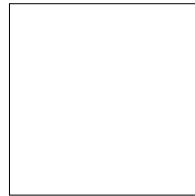
Glazed Porcelain



**35.4"x35.4"**  
90x90 cm



## Cremabella



**35.4"x35.4"**  
188203

GLASS



Cristal Foglio D' Oro 9.8"x29.5"

# Cristal

Cristal, a collection that uses glass to encase the most beautiful materials. A unique collection to create settings with an exclusive feel.

# Cristal

Glass Wall



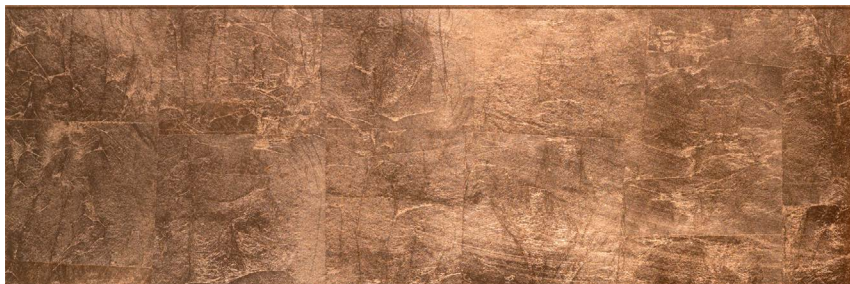
**9.8"x29.5"**  
25x75 cm



## Foglio D' Oro



**9.8"x29.5"**  
186732



## Foglio Di Rame



**9.8"x29.5"**  
186734

PORCELAIN



Fancy Attraction 11.8"x35.4"

# Fancy

Fancy, a collection that was created with the aim of softening the concrete finish with its warm colors and silky texture. A perfect choice to design spaces where the decor and furniture take center stage.

# Fancy

Glazed Porcelain



**23.6"x47.2"**  
60x120 cm



## Fancy Grey



**23.6"x47.2"**  
187531





# Golden Stone

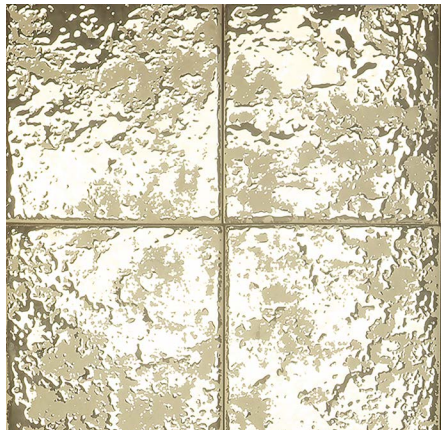
The versatility of GOLDEN STONE, along with its unique aesthetics, makes it an ideal choice for luxury projects seeking a combination of functionality and visual beauty. This series redefines luxury and stands out with its appearance of golden rock created by PVD technology, making it suitable for wet applications.

# Golden Stone

Glazed Porcelain



**6"x6"**  
14.7x14.7 cm



## Golden Stone



**6"x6" Bright**  
189110



## Golden Stone



**6"x6" Bullnose**  
189112



## Golden Stone



**6"x6" Matte Anti-Slip**  
189111

GLAZED PORCELAIN



Granadella Sal 2.5"x8.8"

# Granadella

A tribute to Mediterranean ceramics and its rich artisan tradition. It takes its name from the picturesque cove of Jávea, a beautiful Mediterranean town whose streets hide picturesque corners filled with light. Granadella reproduces, in the form of porcelain tiles, the imperfect beauty of pottery, with glossy glazes and sun-worn colors.

# Granadella

Glazed Porcelain

9  
mm



4.5"x4.5"  
11.5x11.5 cm

2.5"x8.8"  
6.4x22.3 cm



Sal



4.5"x4.5"  
189199



2.5"x8.8"  
189203



Marino



4.5"x4.5"  
189196



2.5"x8.8"  
189202



# Granadella

Glazed Porcelain

9  
mm



4.5"x4.5"  
11.5x11.5 cm

2.5"x8.8"  
6.4x22.3 cm



## Esmeralda



4.5"x4.5"  
189197



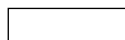
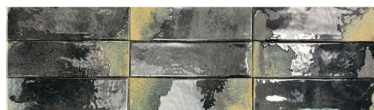
2.5"x8.8"  
189201



## Carbon



4.5"x4.5"  
189198



2.5"x8.8"  
189204



Granadella Esmeralda 4.5"x4.5"

PORCELAIN



Greenland Teal 2.5"x9"

# Greenland

Inspired by the fascinating landscapes of Greenland, Greenland, the largest series in Shelter, offers a palette of six earth and water tones that capture the essence of these environments. With spectacular technical quality and colors, this series stands out for its material richness and versatility, transforming any space into a work of natural art.

# Greenland

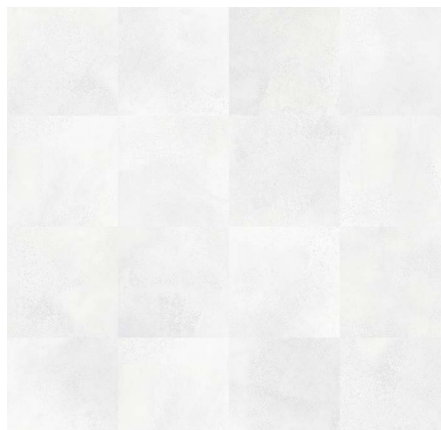
Glazed Porcelain



8-8.5mm

**6"x6"**  
14.7x14.7 cm

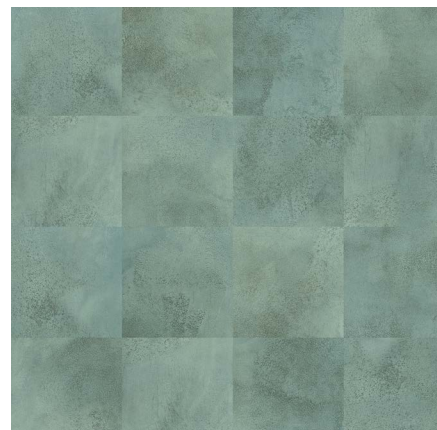
**2.5"x9"**  
6.4x22.3 cm



## Frost



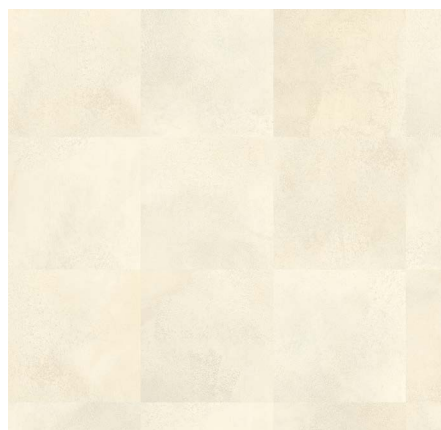
**6"x6" Matte Anti-Slip**  
189073



## Teal



**6"x6" Matte Anti-Slip**  
189077



## Clay



**6"x6" Matte Anti-Slip**  
189074



## Cobalt



**6"x6" Matte Anti-Slip**  
189078

# Greenland

Glazed Porcelain

✂ 8-8.5mm



**6"x6"**  
14.7x14.7 cm

**2.5"x9"**  
6.4x22.3 cm



## Frost



**6"x6" Bullnose  
Matte Anti-Slip**  
189073



## Teal



**6"x6" Bullnose  
Matte Anti-Slip**  
189083



## Clay



**6"x6" Bullnose  
Matte Anti-Slip**  
189080



## Cobalt



**6"x6" Bullnose  
Matte Anti-Slip**  
189084



# Greenland

Glazed Porcelain



8-8.5mm



**6"x6"**

14.7x14.7 cm

**2.5"x9"**

6.4x22.3 cm



## Frost



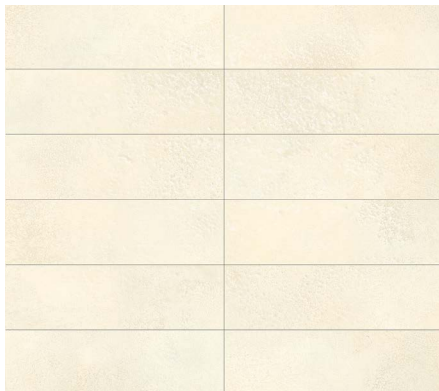
**2.5"x9" Bright**  
189061



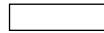
## Teal



**2.5"x9" Bright**  
189064



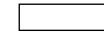
## Clay



**2.5"x9" Bright**  
189062



## Cobalt



**2.5"x9" Bright**  
189066

PORCELAIN



Kit-Kat Musgo 4.5"x9.1"

# Kit-Kat

Kit-Kat is made up of a palette of fresh and bright colours, which create eye-catching sparkles and plays of light and shadow with a soft relief and a convex shape. A finger tile that is an excellent choice for small spaces, decorative indoor or outdoor walls and commercial spaces like bars, counters, shelves, or columns.

# Kit-Kat

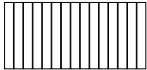
Glazed Porcelain



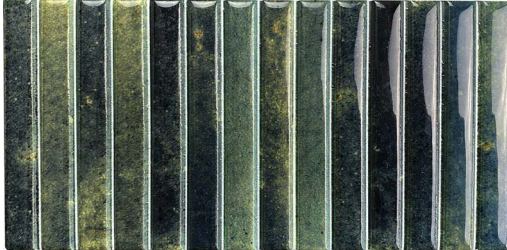
**4.5"x9.1"**  
11.5x23.1 cm



**Snow**



**4.5"x9.1" Glossy**  
188862



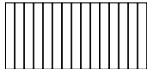
**Grass**



**4.5"x9.1" Glossy**  
188861



**Ivory**



**4.5"x9.1" Glossy**  
188916



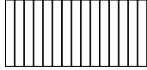
**Musgo**



**4.5"x9.1" Glossy**  
189219



**Water**



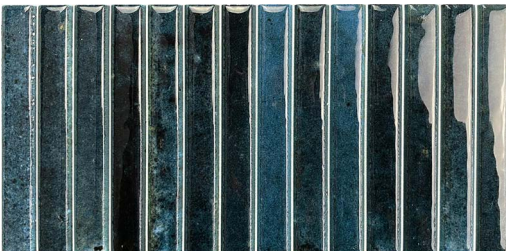
**4.5"x9.1" Glossy**  
188859



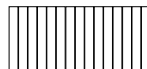
**Noche**



**4.5"x9.1" Glossy**  
189214



**Ocean**



**4.5"x9.1" Glossy**  
188860



Milano Scala Blu & Gesso 4.5"x9.1"

# Milano

Captures the vibrant and sophisticated essence of the city of Milan. Inspired by the marbles of the Galleria Vittorio Emanuele and the geometric shapes of its architecture, this tile series offers a balanced color palette between intense shades and soft pastel tones.

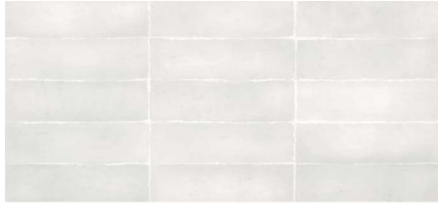
# Milano

Ceramic Wall

9  
mm



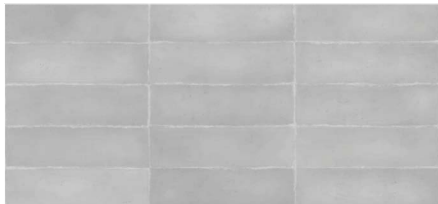
2.7"x9.4"  
6.9x24 cm



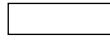
**Gesso**



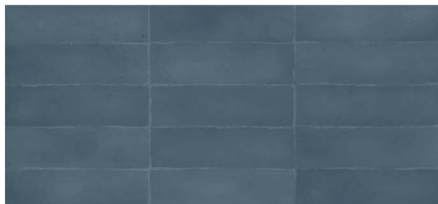
2.7"x9.4"  
189170



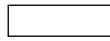
**Grigio**



2.7"x9.4"  
189171



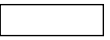
**Blu**



2.7"x9.4"  
189172



**Bosco**



2.7"x9.4"  
189174



Milano Bosco 2.7"x9.4"

# Milano

Ceramic Wall

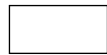
9  
mm



4.5"x9.1"  
11.5x23.1 cm



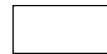
**Scala Gesso**



4.5"x9.1"  
189175



**Scala Grigio**



4.5"x9.1"  
189177



**Scala Blu**



4.5"x9.1"  
189176



**Scala Bosco**



4.5"x9.1"  
189179



Milano Scala Bosco 4.5"x9.1"

PORCELAIN



Fancy Attraction 11.8"x35.4"

# Mosaico

The Mosaico Series encapsulates our expansive selection of mosaics, designed to augment our most successful collections.

# Mosaico

Ceramic Wall



9-10mm

**11.8"x11.8"**  
30x30 cm



**Charm**

---



**11.8"x11.8"**  
187279

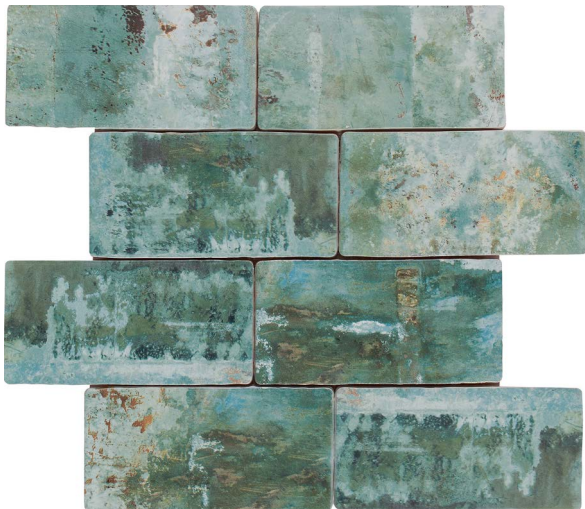


**Grace**

---



**11.8"x11.8"**  
187280



**Libertas**

---



**11.8"x11.8"**  
187600



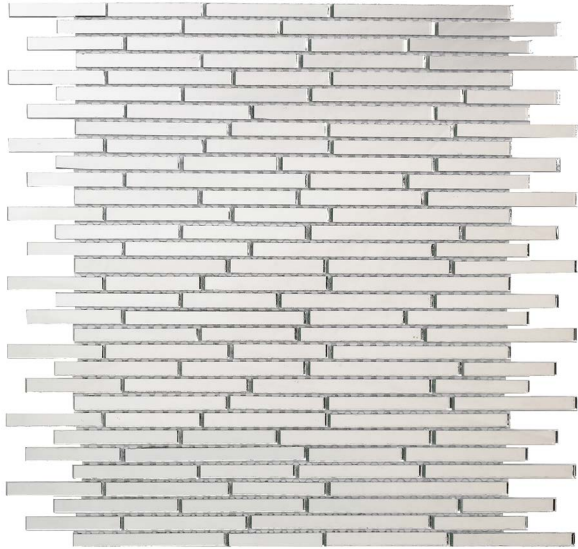
# Mosaico

## Glass Mosaic

5mm



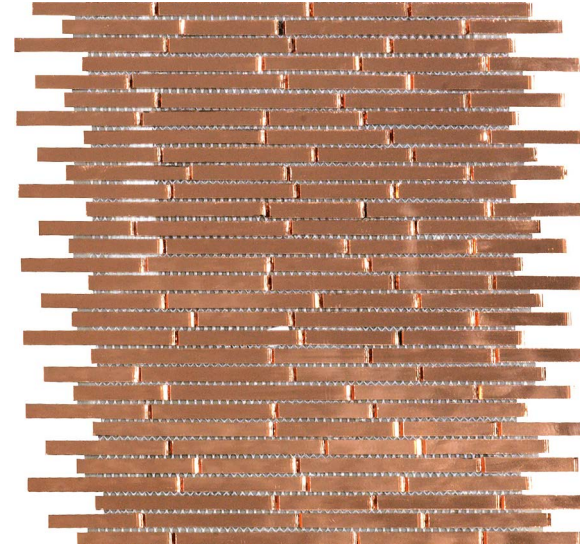
**10.4"x11.2"**  
26.5x28.5 cm



### Glass Mirror



**10.4"x11.2"**  
186384



### Glass Copper Mirror



**10.4"x11.2"**  
186917

# Mosaico

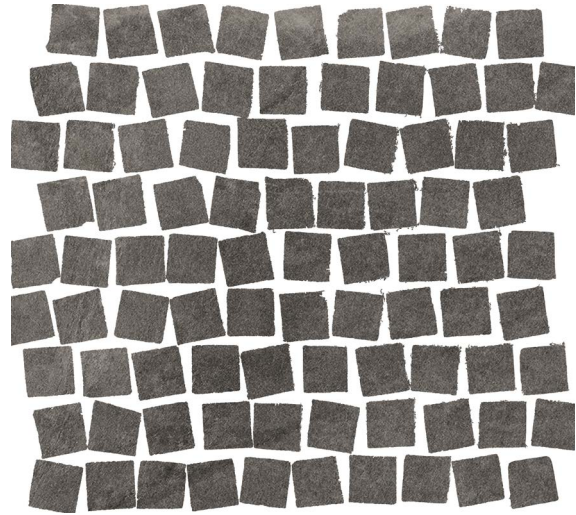
Ceramic Wall & Glazed Porcelain



**12.8"x12.8"**  
32.5x32.5 cm

**11.8"x11.8"**  
30x30 cm

**10"x11.6"**  
25.5x29.5 cm



## Karakter



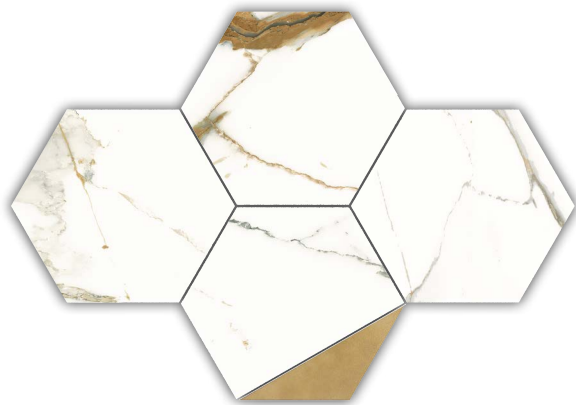
**12.8"x12.8"**  
187775



## Lux



**11.8"x11.8"**  
187585



## Mosaico Theia



**10"x11.6"**  
188519

CERAMIC



Nova Marea 11.8"x35.4"

# Nova

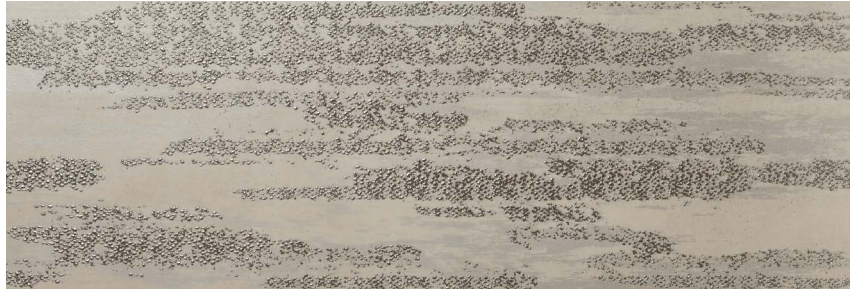
Nova, a collection that was created with the aim of softening the concrete finish with its warm colors and silky texture. A perfect choice to design spaces where the decor and furniture take center stage.

# Nova

Ceramic Wall



**11.8"x35.4"**  
30x90 cm



## Marea



**11.8"x35.4"**  
187515N

PORCELAIN



Pietrasanta Ivory 35"x35"

# Pietrasanta

Tradition and history blend to create the new Pietrasanta collection, inspired by the genuine Cardoso stone. The richness of this tiles collection is, undoubtedly, its graphic and chromatic variety, produced by a careful selection of Cardoso stone blocks with very different tonalities and grains.

# Pietrasanta

Glazed Porcelain

9mm



**35"x35"**  
90x90 cm



## Ivory



**35"x35" PO**  
188803



**35"x35" Anti-Slip**  
188801



## Light Grey



**35"x35" PO**  
188804



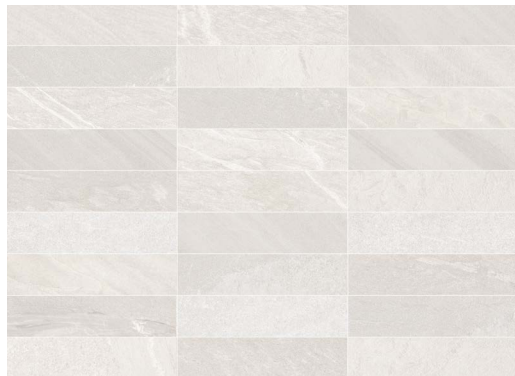
**35"x35" Anti-Slip**  
188802

# Pietrasanta

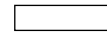
Glazed Porcelain



3"x11"  
7x28 cm



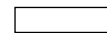
Ivory



3"x11"  
188830



Light Grey



3"x11"  
188831



PORCELAIN



Selène Grey

# Selene

Selene, the new ceramic collection where the natural onyx visual effect is subtly created in a carefully selected array of colors. A modern yet timeless collection, with a wide variety of accessories, to create spaces that are full of character and class.



# Selene

Ceramic Wall & Glazed Porcelain

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**11.8"x35.4"**  
30x90 cm



## Mariana

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**11.8"x35.4"**  
187991



## Sky

---



**11.8"x35.4"**  
187950

# Selene

Ceramic Wall & Glazed Porcelain



**35.4"x35.4"**  
90x90 cm



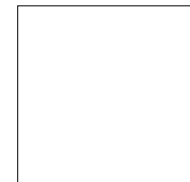
## Cappuccino



**35.4"x35.4"**  
188205



## Grey



**35.4"x35.4"**  
188739



## Dark



**35.4"x35.4"**  
187972

# Selene

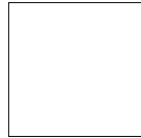
Ceramic Wall & Glazed Porcelain



**23.6"x23.6"**  
60x60 cm



**Sky**



**23.6"x23.6"**  
187954



Selene Sky 23.6"x23.6"

# Selene

Ceramic Wall & Glazed Porcelain

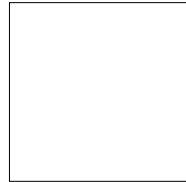


**35.4"x35.4"**  
90x90 cm

**23.6"x23.6"**  
60x60 cm



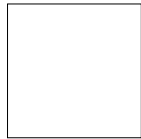
## Light



**35.4"x35.4"**  
187971



## Light Satin



**23.6"x23.6"**  
187953



Selene Light 35.4"x35.4"



CERAMIC



Stripes Mix Denim 9.8"x9.8"

# Stripes

Stripes #3, the third Shapes collection that opens up new horizons with multi-directional lines on flat surfaces. A highly organic collection to create irregular patterns.

# Stripes

Ceramic Wall



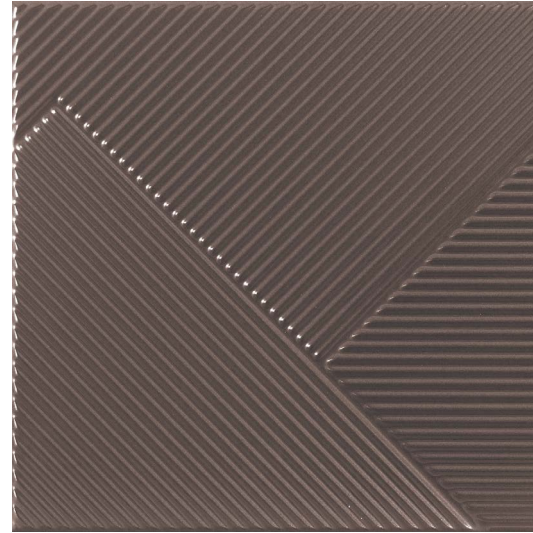
**9.8"x9.8"**  
25x25 cm



**Glacier Mix**



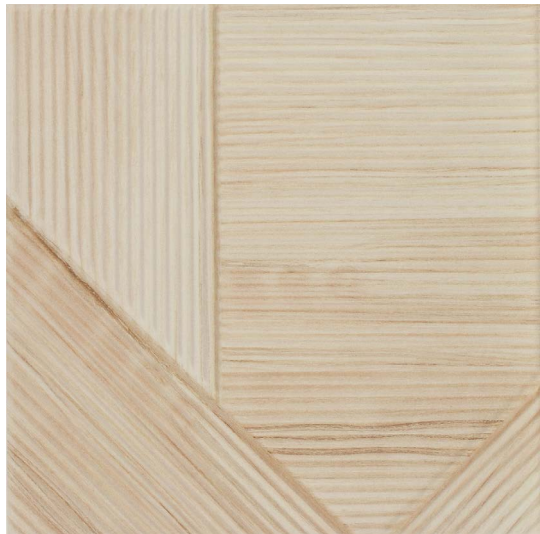
**9.8"x9.8"**  
187558



**Mercury Mix**



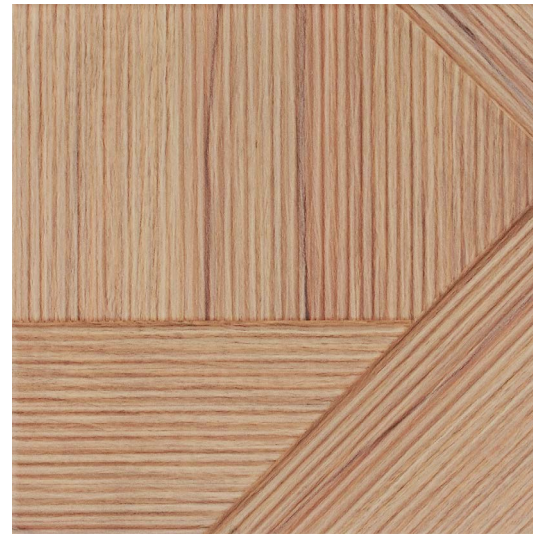
**9.8"x9.8"**  
187559



**Bamboo Mix**



**9.8"x9.8"**  
187547



**Teak Mix**



**9.8"x9.8"**  
187546

# Stripes

Ceramic Wall



**9.8"x9.8"**  
25x25 cm



## Linen Mix



**9.8"x9.8"**  
187562



## Denim Mix



**9.8"x9.8"**  
187563



CERAMIC



Tabarca Marino 3"x9.1"

# Tabarca

Tabarca, a new range whose visible embossing and contrasts in shades between pieces are inspired by handcrafted Mediterranean tiles. Using seven molds and crystalline glazes that mimic ceramics from times gone by, Tabarca tiles were created with the aim of creating traditionally-inspired spaces in which every piece stands out because it is unique.

# Tabarca

## Ceramic Wall



**5.9"x5.9"**  
15x15 cm

**3"x9.1"**  
7.5x23 cm



### Blanco

---



**3"x9.1" Bright**  
188254



### Blanco

---



**3"x9.1" Matte**  
188262



### Blanco

---



**5.9"x5.9" Bright**  
188245



### Blanco

---



**5.9"x5.9" Matte**  
188253

# Tabarca

## Ceramic Wall



**5.9"x5.9"**  
15x15 cm

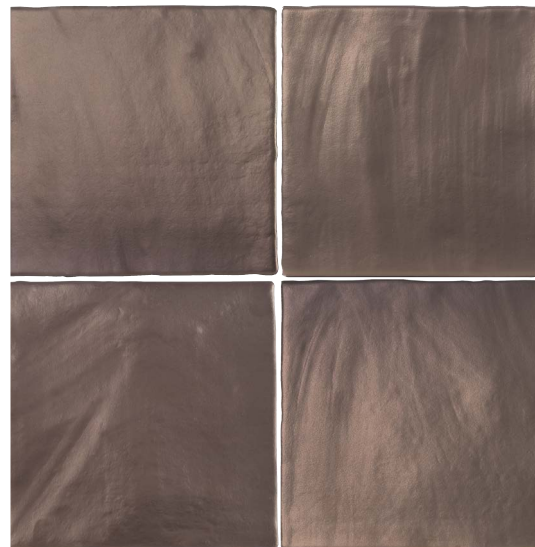


### Copper

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**5.9"x5.9" Glossy**  
188525



### Copper

---



**5.9"x5.9" Matt**  
188526



### Gold

---



**5.9"x5.9" Glossy**  
188523



### Gold

---



**5.9"x5.9" Matt**  
188524

# Tabarca

Ceramic Wall



**5.9"x5.9"**  
15x15 cm

**3"x9.1"**  
7.5x23 cm



**Miel**



**3"x9.1"**  
188256



**Marino**



**3"x9.1"**  
188257



**Miel**



**5.9"x5.9" Bright**  
188247



**Verde**



**3"x9.1"**  
188260

PORCELAIN



Taithi Emerald 5.8"x5.8"

# Tahití

Tahiti presents a series of pool tiles inspired by the stunning landscapes of this Pacific island, featuring a design reminiscent of Balinese stone—a leading trend in pool design.

# Tahiti

Glazed Porcelain



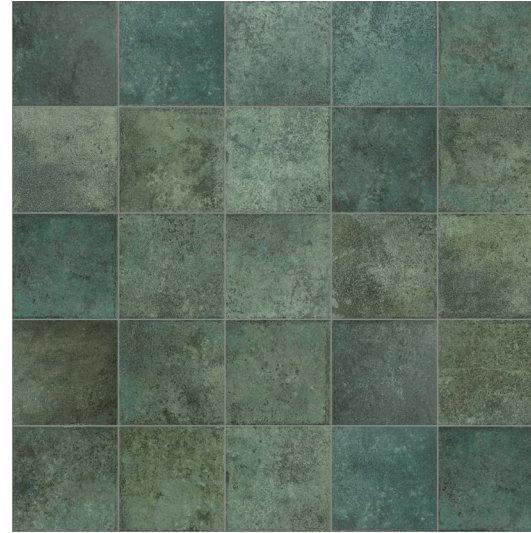
**5.8"x5.8"**  
15x15 cm



## Emerald



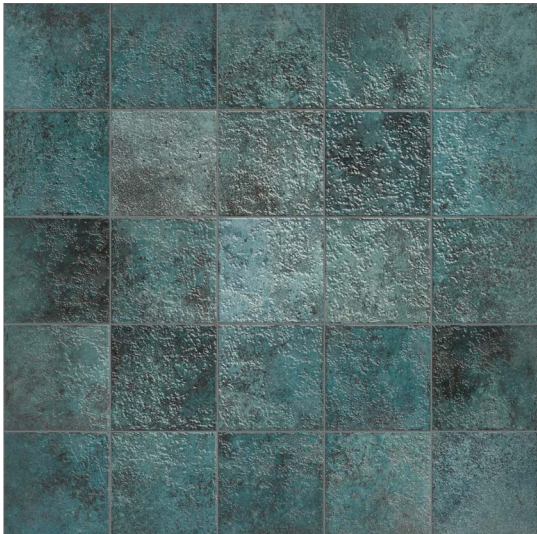
**5.8"x5.8" Bright**  
188826



## Emerald



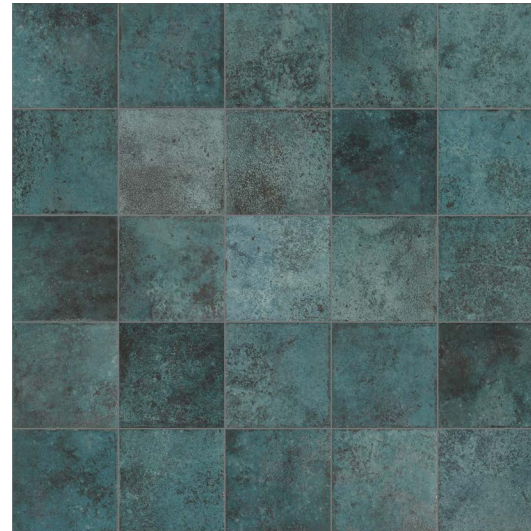
**5.8"x5.8" Matte Antislip**  
188824



## Turquoise



**5.8"x5.8" Bright**  
188827



## Turquoise



**5.8"x5.8" Matte Antislip**  
188825

# Tahiti

Glazed Porcelain



9mm



**5.8"x5.8"**

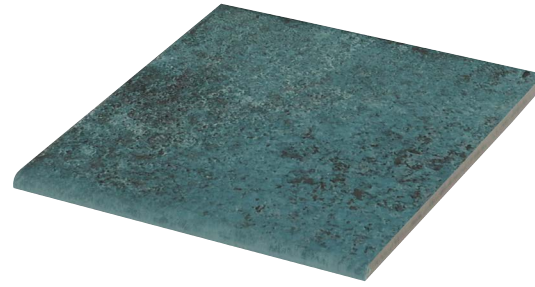
15x15 cm



**Emerald**



**5.8"x5.8" Bullnose**  
188828



**Turquoise**



**5.8"x5.8" Bullnose**  
188829



Theia 35.4"x35.4"

# Theia

Theia, an extensive collection of marbles with dramatic flair. The dual shades of white and black marbles that illustrate the strength of the stone with its piercing colors and irregular veining, forming a dramatic covering in copper and golden hues.



# Theia

Ceramic Wall & Glazed Porcelain

10-11mm



**11.8"x35.4"**  
30x90 cm

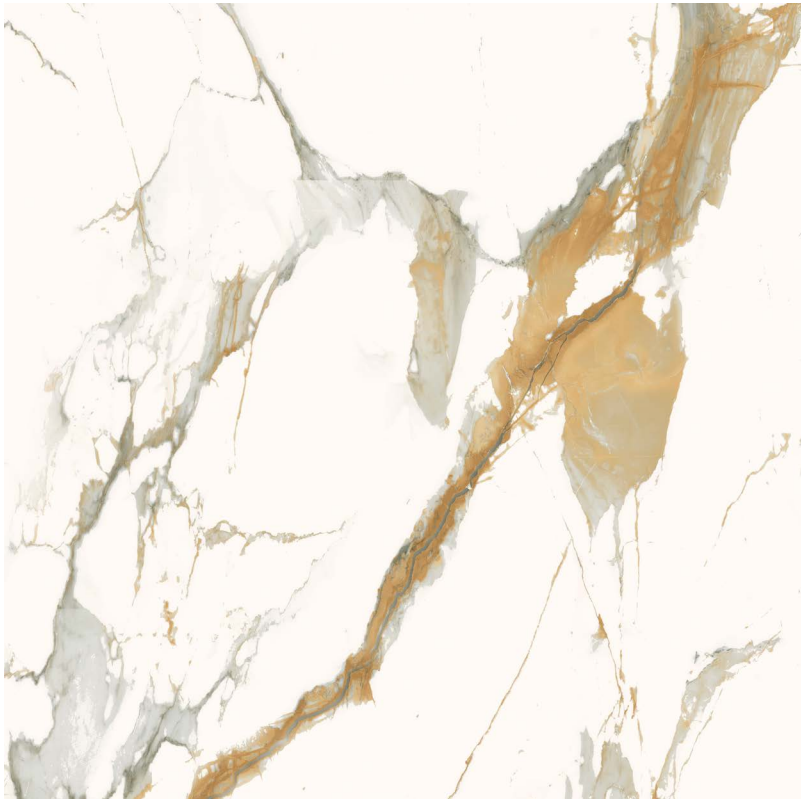
**35.4"x35.4"**  
90x90 cm



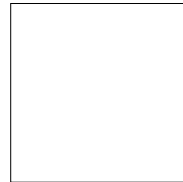
Theia



**11.8"x35.4"**  
188486



Theia



**35.4"x35.4"**  
188450



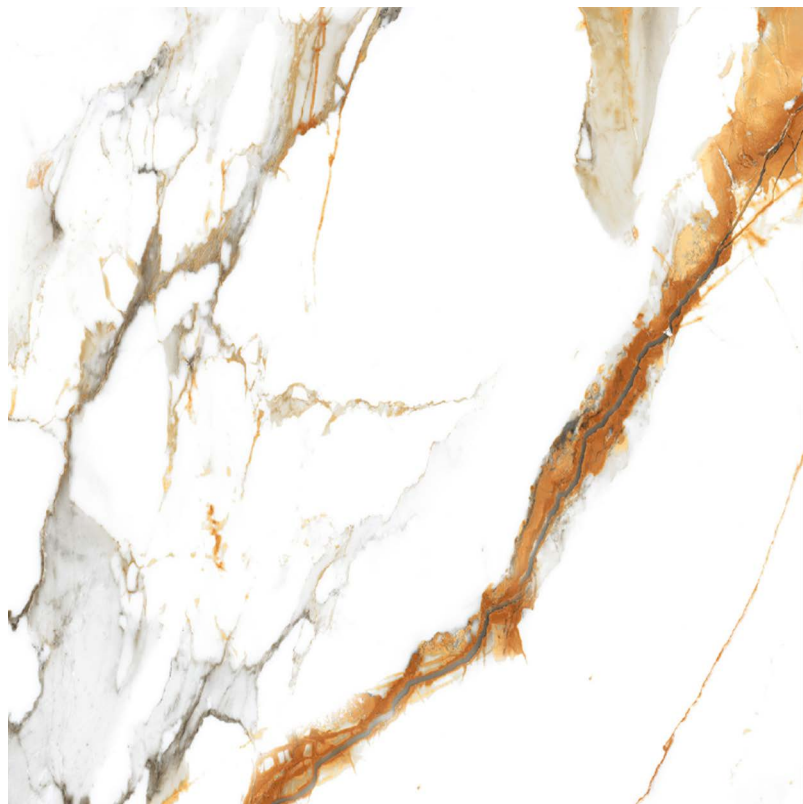
Theia 35.4"x35.4"

# Theia

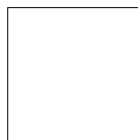
Ceramic Wall & Glazed Porcelain



**23.6"x23.6"**  
60x60 cm



## Theia Satin



**23.6"x23.6"**  
188483



Theia Satin 23.6"x23.6"

# Theia

Ceramic Wall & Glazed Porcelain



**35.4"x35.4"**  
90x90 cm



## Theia Satin



**35.4"x35.4"**  
188464



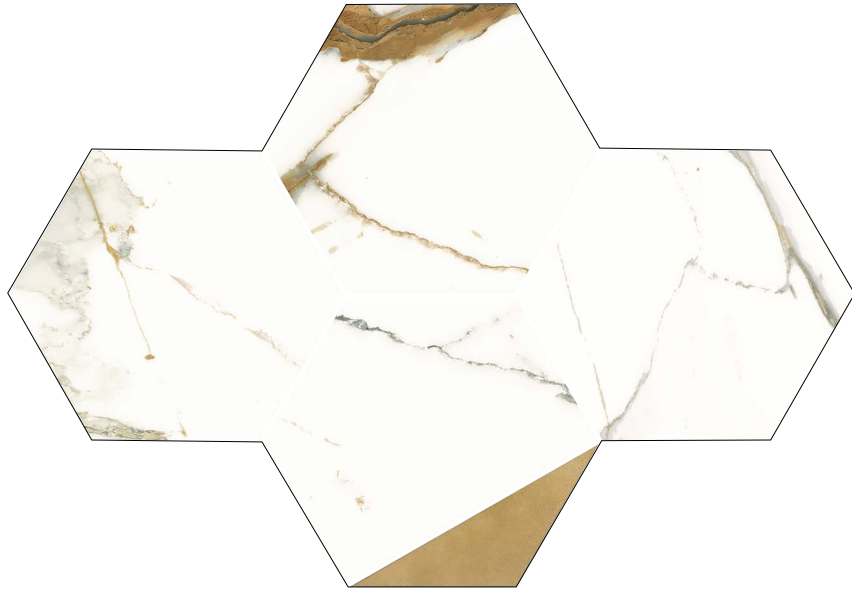
Theia Satin 35.4"x35.4"

# Theia

Ceramic Wall & Glazed Porcelain



**10"x11.6"**  
25.5x29.5 cm



## Mosaico Theia



**10"x11.6"**  
188487

# Packaging Information



<b>Agadir</b>	Pieces	Sf	Lbs	Boxes	Sf	Lbs
Agadir 2.8"x11"	26	5.49	21.21	96	526.59	2,030.46
Agadir 5.8"x5.8"	44	10.23	33.95	70	716.36	2,376.58
<b>Atelier</b>						
Atelier 3"x11.8"	44	10.66	17.46	62.5	666.02	2,182.57
Atelier 3"x5.9"	44	5.33	19.05	120	639.38	2,285.75
<b>Atlantique</b>						
Atlantique 8"x8"	17	7.32	27.61	72	527.00	1,987.92
<b>Calacatta</b>						
Calacatta 11.8"x35.4"	4	11.62	44.53	22	255.75	979.73
Calacatta 11.8"x11.8"	7	6.78	30.40	64	434.00	1,945.71
Calacatta 35.4"x35.4"	1	8.72	39.68	44	383.58	1,918.02
Calacatta 23.6"x23.6"	3	11.62	46.80	48	558.00	1,872.16
Calacatta 23.6"x47.2"	2	15.50	64.55	30	465.00	2,130.19
<b>Cremabella</b>						
Cremabella 35.4"x35.4"	1	8.72	39.68	44	383.58	1,918.02
<b>Cristal</b>						
Cristal 9.8"x29.5"	5	10.09	42.11	24	242.19	1,010.60
<b>Fancy</b>						
Fancy 23.6"x47.2"	2	15.50	70.55	32	496.00	2,257.53
<b>Granadella</b>						
Granadella 4.5"x4.5"	45	6.41	32.00	96	614.94	2,090.88
Granadella 2.5"x8.8"	32	4.92	45.00	130	639.07	2,104.96
<b>Golden Stone</b>						
Golden Stone 6"x6"	44	10.23	33.95	70	716.35	2,376.58
<b>Greenland</b>						
Greenland 6"x6"	44	10.23	38.12	56	573.06	2,134.60
Greenland 6"x6" Bullnose	44	10.23	33.95	70	716.33	2,376.58
Greenland 2.5"x9"	32	4.92	19.33	104	511.25	2,010.79
<b>Kit-Kat</b>						
Kit-Kat 4.5"x9.1"	24	6.86	24.12	96	658.81	2,315.38



<b>Milano</b>	Pieces	Sf	Lbs	Boxes	Sf	Lbs
Milano 2.7"x9.4"	45	6.98	23.24	96	670.16	2,242.94
Milano Scala 4.5"x9.1"	24	6.86	21.12	96	658.82	2,027.52
<b>Mosaico</b>						
Libertas, Glace, Charm 11.8"x11.8" Mosaic	8	775.00	26.01	48	372.00	1,248.70
Lux 11.8"x11.8" Mosaic	7	6.78	30.40	64	434.00	1,945.71
Glass Mirror, Copper Mirror 10.4"x11.2" Mosaic	20	16.26	29.76	54	877.99	1,607.17
12.8"x12.8" Mosaic	6	6.82	17.20	66	450.23	450.23
<b>Nova</b>						
Nova 11.8"x35.4"	4	11.62	44.53	22	255.75	979.73
<b>Pietrasanta</b>						
Pietrasanta 35"x35"	1	8.72	39.68	44	383.62	1,746.06
Pietrasanta 3"x11"	26	5.49	21.21	96	526.59	2,036.01
<b>Selene</b>						
Selene Mariana 11.8"x35.4"	4	11.62	42.33	22	255.75	931.23
Selene Sky 11.8"x35.4"	4	11.62	44.97	48	558.01	2,158.76
Selene 35.4"x35.4"	1	8.72	39.68	44	383.58	1,918.02
Selene Sky 23.6"x23.6"	3	11.62	50.73	48	558.00	2,246.60
Selene Light 23.6"x23.6"	3	11.62	46.80	48	558.00	2,434.96
<b>Stripes</b>						
Stripes 9.8"x9.8"	14	9.42	30.25	60	565.11	1,814.84
<b>Tabarca</b>						
Tabarca 3"x9.1"	28	5.20	15.43	120	623.88	1,851.88
Tabarca 5.9"x5.9"	40	9.69	29.10	60	581.31	1,746.06
<b>Tahiti</b>						
Tahiti 5.8"x5.8"	44	10.23	33.95	70	716.35	2,376.58
<b>Theia</b>						
Theia 11.8"x35.4"	4	11.63	44.97	48	558.01	2,158.76
Theia 35.4"x35.4"	1	8.72	39.68	44	383.58	1,918.02
Theia 23.6"x23.6"	3	11.63	50.73	40	465.00	2,434.96
Theia 10"x11.6" Mosaic	6	4.86	26.06	48	233.20	1,250.81

# Warranty And Conditions Of Sale

## Return authorization and shipment claims

- Requests for credit or correction for errors caused by incorrect order entry or shipment must be submitted in writing and sent via fax or e-mail to the Customer Service Department within 1 month of invoice date.
- Claims as to breakage, shortage or overage in quantity should also be sent in writing to the Customer Service Department no later than 5 business days after delivery. There will be no exceptions to this policy under any condition.
- Any discrepancy should be noted on the bill of lading and verified with a signature from the driver delivering the load.
- Any claims of defects in quality shall be made in writing to Roca Tile USA Inc. immediately upon discovery.
- Roca Tile USA Inc. shall be provided samples adequate to test the product claimed to be defective and shall be afforded the opportunity to take its own samples.
- Notification of refused shipments must be communicated to the Roca Tile USA Inc. Customer Service Department within 1 business day in order to process a Return Authorization form and credit the customer's account.
- Material cannot be returned without first obtaining approval from Roca Tile USA Inc. through a Return Authorization consent form. Roca Tile USA Inc. will only accept return of current inventoried product in full cartons and in good, saleable condition within 30 days of purchase date. A 20% restocking charge will be applied to any returned materials and customers will be responsible for the freight cost of return.
- There will be no refunds/returns on natural stone, setting materials, and special order products, as all sales are final on these items.

## Shipping claims

- Unless otherwise stated on the bill of lading, the Roca Tile USA Inc. terms of shipment are FOB origin.
- Once a shipment has left the Roca Tile USA Inc. warehouse, the cargo is the responsibility of the consignee.
- When the shipment is picked up at the warehouse, the driver must sign the bill of lading indicating the number of pallets on the shipment. When the shipment arrives at its destination, the customer should ask the person who receives it to count the number of pallets. If there is a discrepancy in either pallet count or condition of the material, it must be noted on the bill of lading in the presence of the driver.
- Obvious damage to the shipment must also be noted on the bill of lading. Claims of this nature will not be honored unless noted on the bill of lading.
- All damaged goods must be held for inspection or until the claim is settled. Claims relating to breakage will only be accepted if the shipment has been coordinated through Roca Tile USA Inc. Customers who coordinate a pick up through their own carrier should file claims directly with the shipping company.

## Container orders

- Transportation for import container shipments is the responsibility of the consignee once they have cleared Customs at the Port of Entry, unless otherwise agreed with Roca Tile USA Inc.
- When the shipment arrives at its destination, please inspect the contents of the container before signing the bill of lading. Obvious damage must also be noted on the bill of lading in the presence of the driver.

- Any charges incurred after the shipment clears Customs will be the responsibility of the customer. Claims of this nature will not be honored unless noted on the bill of lading.
- Please take pictures before and after unloading pallets for insurance purposes. Roca Tile USA Inc. will file insurance claims for you if we are notified within 5 business days of receipt of the shipment.
- Title for material on Direct Container shipments is transferred upon issuance of the bill of lading. Requests for credit or correction for either damages or breakages not made within 10 business days of receipt of shipment will not be allowed. For assistance, contact the Roca Tile USA Inc. Customer Service Department.

## **Quality**

Roca Tile USA Inc. is responsible only for products manufactured and packaged at locations duly authorized by Roca Tile USA Inc. Roca Tile USA Inc. warrants only that the products it sells will at the time of delivery meet the applicable specifications Roca Tile USA Inc. makes. No other representations, or warranties, or quality, or merchantability, or fitness for any purpose and none shall be implied by any written or oral statements made by any Roca Tile USA Inc. employee or agent. Any quality claims included but not limited to shade, appearance, caliber or obvious defects must be communicated before the tile is installed. Installation constitutes acceptance. Once installed, Roca Tile USA Inc. assumes no liability for claims related to product.

## **Limited warranty**

Roca Tile USA Inc. warrants that its First Quality (i.e. Standard Grade) ceramic tile is manufactured according to ANSI A137.1-1988 and meets or exceeds those requirements. Roca Tile USA Inc. makes no warranty as to the suitability of its tile for a particular installation. Roca Tile USA Inc. does not warrant that its glazed or unglazed tile will not scratch, chip or show signs of wear. Should a tile product be determined not to conform to the Roca Tile USA Inc. warranty, the buyer's sole and exclusive remedy shall be a replacement of the product with tile of compatible color and shade, as determined by Roca Tile USA Inc.

Labor and installation charge are expressly excluded from this warranty. Roca Tile USA Inc. shall not be liable under this warranty for any other damages, costs or expenses including, without limitation, any incidental or consequential damages. The warranties set forth herein are in lieu of all other warranties expressed or implied. Roca Tile USA Inc. disclaims all other warranties including implied warranties of merchantability and fitness for a particular purpose. The use of muriatic acid (hydrochloric acid) in removing grout haze will void all warranties.

## **Order policy**

Once you have received an order confirmation from your customer service representative, there is a 24 hour window to verify that your order is correct and a ship date needs to be provided. Material can be held for 2 weeks without shipping confirmation, after that, the following circumstances would apply:

- a) A 25% deposit (non refundable) is paid in order to hold material for 60 days. After 2 months of being allocated, material will be released and deposit lost.
- b) 100% payment of the order. In this case, product will be held at our warehouse for up to 4 months. After that, storage fees will apply.

## **Handling Fees**

A broken pallet fee of \$65.00 will be added to orders for quantities smaller than a full pallet for 40"X80" and 48"X98" items from the Slabs series.

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## Locations

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### Miami, FL.

Showroom & Distribution Center:  
11190 NW 25th St.  
Miami, FL 33172

### Chicago, IL.

Distribution Center:  
1330 Mark Street  
Elk Grove Village, IL 60007

### Houston, TX.

Showroom & Distribution Center:  
7100 Business Park Dr., Suite 250  
Houston, TX 77041

### Edison, NJ.

Showroom & Distribution Center:  
74 Carter Dr.  
Edison, NJ 08817

### Anaheim, CA.

Showroom & Distribution Center:  
1222 E. Howell Ave. Suite A.  
Anaheim, CA 92805

### Hayward, CA.

Showroom & Distribution Center:  
1857 Sabre St.  
Hayward, CA 94545

### Atlanta, GA.

Showroom & Distribution Center:  
5775 Commerce Boulevard  
Alpharetta, GA 30004

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## Design Showrooms

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### Miami, FL.

Design District:  
3886 Biscayne Blvd.  
Miami, FL 33137

### Chicago, IL.

Downtown Showroom:  
215 W Illinois St  
Chicago, IL 60654

### Manhattan, NY.

Downtown Showroom:  
19 W 21st Street, Suite #603  
New York, NY 10010

### Roca Tile USA Inc.

11190 NW 25th St.  
Miami, FL 33172

(800) 321 0684

[www.rocatileusa.com](http://www.rocatileusa.com)