

Terms and Conditions

The general terms and conditions apply to all agreements between Manumade and its customers. The terms and conditions cancel or nullify all previous agreements, whether oral or written.

Quotation

1. The prices stated in our quotations are without obligation. All dimensions, quantities and extra work due to circumstances deviating from our quotations will be settled afterwards, either at a fixed rate or in hourly wages. Each quotation is valid for 30 days unless stated otherwise. Quotations are drawn up without obligation and are based on the costs of materials, services and travel.
2. By agreement, an advance payment can be requested before the start of the work. 3. Manumade reserves the right to adjust the quotation in the event of an error, either in writing or via email, within 48 hours, as a result of which the previous quotation expires. After 48 hours and after signature of both parties, the prices are binding.

Invoices

1. All invoices are payable no later than 14 days after the invoice date, unless stated otherwise. Invoices can be paid in cash or by bank transfer to the account number stated on the invoice.
2. In the event of non-payment within the specified period due to negligence or bad will, the amount will be increased by 10% after notice of default with a minimum of €50.

Ownership

All goods delivered by us remain the property of Manumade as long as full payment of the invoice has not been made.

'The Company' and 'Seller' means Manumade, run by Sara Greet Gilis

'Buyer' and 'Customer' means the person who accepts a quotation from the Seller, for the sale of the Goods or agrees to buy Goods from the Seller.

'Goods' means the tiles, or any other products, which the Buyer agrees to purchase from the Seller.

'Stock Items' are products that are classified on our website as standard items and are in stock.

'Non Stock Items' or 'Special Products' are products that are classified on our website as non-standard items or those that are Out of Stock.

'Order' and 'Contract' means the Order or Contract for the sale and purchase of the Goods between the Buyer and the Seller.

'Price' means the price of the Goods, excluding where applicable: carriage, packaging, insurance and VAT.

'In Writing' means a communication by postal letter, email, facsimile or any other comparable means of communication.

The headings in these Conditions are for convenience only, and shall not affect their interpretation.

Product Quality & Warranty

1. The supply of Goods does not constitute an acceptance that they are suitable for any specific installation. The Company can only be held responsible for any failure against products supplied, to the extent that the manufacturer of such products is prepared to guarantee the same. No tiles are guaranteed against crazing.
2. The Seller accepts no liability due to variations in size, shape, manufacturing tolerance, shading or pattern that are inherent in the manufacture of tiles. In addition, all Goods are supplied subject to natural colour and shade variations.
3. Sizing referred to is variable and not the actual size. Due to the handcrafted nature of these tiles, dimensions are approximate.
4. It is the responsibility of the Customer to find a tiler who has experience in laying handmade tiles. It is the responsibility of the tiler or tradesperson, when tiling a significant area, to make judgements based off the specific characteristics of your batch of tiles.
5. A possible variation in shades is considered as a particularity of such products. Tiles may exhibit variations from samples and within a shipped lot.
6. We cannot accept returns for items based on variations in colour.

7. Tiles are referred to its average size, not its actual size. Due to the handcrafted nature of our products, dimensions are approximate and may be subject to a degree of inaccuracy. We cannot accept returns for items that sit within our 5mm size margin.
8. In the event of a claim by the Buyer which is based on any defect in the quality or condition of the Goods, the Seller requires the Buyer to provide notification In Writing within 12 hours of delivery, whether or not the delivery is refused by the Buyer. If delivery is refused and the Buyer fails to notify the Seller according to these Terms and Conditions, the Seller shall have no liability for any such defect or failure, and the Buyer shall be bound to pay the price of the Goods as if they had been delivered in accordance with the Contract.
9. Where any valid claim with respect to any defect in the quality or condition of the Goods, or their failure to meet specifications, is notified to the Company, the Company will, in accordance with these Conditions, will be entitled to replace the Goods (or the part under query) free of charge; or at the Company's sole discretion, refund the Buyer with the price of the Goods (or a proportionate part of the price). However, the Company will have no further liability to the Buyer.
10. Variations in colour, shade, tonality, texture and crazing are inherent characteristics of Manumade tiles and are not defects.
11. Variations in facial dimensions and thickness will be allowed as per handcrafted products standards.
12. In case of claim the buyer should put the disputed material at The Company's disposal for any defect checking. No claim will be accepted once the material has been installed.
13. Damage caused by inappropriate installation, accident, misuse or improper maintenance is not covered by Manumade products warranty.
14. Although Manumade provides Installation, Care and Maintenance guidelines, its liability is strictly limited to the supply of products.
15. The risk of the goods shall pass to the Customer on collection or delivery.
16. All specifications given by Manumade are approximate and intended as a guide only. Manumade does not accept responsibility for any preparation work based on such specifications.

Pricing & Costs

1. Prices are subject to change without notice according to cost variations.
2. All product prices quoted exclude the cost of delivery and taxes.
3. VAT is not charged on these products.
4. The balance is due before order released. The goods will be released immediately after the payment has been received and cleared in full.
5. Prices are subject to alteration without notice.
6. Quotations are based on current costs and are subject to amendments on acceptance of order to meet any recognised rise in costs.

Ordering & Shipping

1. Check the quantities. Ordering proper quantities is essential, as we cannot guarantee an exact match between batches. We recommend ordering 10-20% extra tiles.
2. Check delivery requirements and delivery costs.
3. Once production has begun, orders cannot be cancelled.
4. All prices shown and quoted are not currently subject to VAT.
5. If The Company becomes VAT registered they reserve the right to change prices accordingly.
6. Orders are accepted and arrangements for delivery are made subject to availability and no liability can be accepted for delays arising from risks and uncertainties of manufacture, strikes, accidents, courier delivery or other factors beyond the control of The Company. Any arrangement made by the Customer in anticipation of delivery is made at the sole risk of the Customer.
7. Delivery/Quotations are given in good faith in the light of our current delivery position. Every effort will be made to effect delivery within a quoted period but no liability can be accepted should it be exceeded.
8. Site deliveries and in person pick ups are only undertaken on the understanding that the Customer will be responsible for the goods during off loading and storing the same to prevent theft or damage from weather etc.
9. The Company does not accept returns for items that have not been damaged during shipping. Tiles that are damaged by the client, or during the installation cannot be replaced by The Company.

10. The Customer shall be deemed to have examined the goods upon collection/delivery and to be satisfied that the goods are undamaged, of the correct quantity and in accordance with the contract unless notification to the contrary is received by Manumade at that time. No claims for unboxed goods will be accepted unless signified at the time of collection/delivery. In any event no claims may be made after tiles are fixed.
11. All damaged goods must be returned to Manumade before a credit is issued.
12. If any damage or shortage is noted, then the Company must be notified by email, facsimile or In Writing within a maximum of 12 hours of delivery. Failure to communicate problems may result in additional costs for resupply being incurred and may also increase the redelivery lead time.
13. The Customer will be liable for the payment of any import duties and taxes incurred, as well as providing the information needed to clear the goods through your countries customs.

Additional

1. Any advice, opinion, representation, recommendations or information given by or on behalf of Manumade is given as a guide only and any advice or assistance of whatever nature as to the installation, use or performance of any goods supplied by Manumade shall not be binding unless specifically stated in writing to be incorporated into the contract of sale.
2. Manumade reserves the right to withdraw a product line or amend specifications without any liability on their part.
3. Any typographical, clerical or other error in any sales literature, quotation, price list, acceptance of offer, invoice or other document of information issued by Manumade shall be subject to correction without liability on their part.
4. We may monitor, record, store and use any telephone, email or other communication with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our customer service

Cancellations

41. The Customer has a 12 hour window in which to cancel the order, if not they are bound to complete the payment for the order.
42. The Customer can contact Manumade to cancel the order by emailing sara.greet.gilis@gmail.com or calling +32 497 55 45 75.
43. All refunds are processed as a matter of urgency; however, dependent on circumstances, the administration may take 3 to 5 working days to complete. The maximum time period taken to refund a Buyer will not exceed 30 days from Purchase, but please note that any monies pad back to credit or debit cards may take a further 3 to 5 days to show on Customers' statements. It may be possible to improve on these timings by contacting your bank or card account company directly.