



MOSAICO Terms & Conditions of Sale

- Price validity is 30 days from the date of quotation, and the price quoted is for the specified quantity, tile design and colours only.
- Currency of quotation and payment is in United Arab Emirates Dirhams (AED), unless otherwise agreed and specified.
- Prices quoted are net ex-works our factory in Ras al Khaimah Free Zone and do not include UAE import duties, VAT, transportation, insurance, or installation, unless otherwise required and specified.
- Payment Terms for orders less than AED 5,000 will require 100% payment at the time of order, and for larger orders is 50% down-payment upon purchase order confirmation and remaining 50% payment due prior to release or despatch from factory. Manufacture of the order will commence upon receipt of initial payment, along with a signed/ stamped copy of the final quotation.
- Mosaico tiles are custom made-to-order, therefore all sales are final, and no returns or refunds are possible. Order cancellation accepted if received within 48 hours of receiving purchase order confirmation.
- Order delivery date to be agreed with the client upon order confirmation.
- Minimum order quantity is 100 pieces. An overage of 10-15% is recommended due to any tile cutting requirements during installation, and to store for possible future repair needs. Mosaico are pleased to assist in the calculation of required quantities, however the quantities indicated on the final order confirmation, are the sole responsibility of the client.
- Limited Warranty: Mosaico covers material and manufacturing defects in our products until the tiles are installed. Slight variations in color and finish are to be expected with hand made tiles. Any tiles showing a defect upon delivery, will be replaced with new tiles. Under no circumstances can Mosaico assume financial responsibility beyond the sales price of the tiles.
- All cement tiles are porous and must be sealed prior to, or at the time of installation (prior to grouting is recommended). Mosaico is pleased to recommend products, installers, maintenance guidelines that will properly install, seal and maintain the tiles, and bring out the vibrant colours, durability and preservation. With these recommendations, Mosaico will not assume any liability or responsibility, which remains with the client.
- Methods of payment accepted are by bank transfer, Cheque, or Cash.
- Orders not collected for delivered 7 days past the agreed order delivery date, will incur additional storage costs and possible transportation fees, if storage off-site is required.
- Buyers are welcome to arrange for their own transportation and delivery of their order, or Mosaico will be pleased to assist in arranging the same with a third party transport company. Should Mosaico arrange, the following delivery terms will be applicable :
 - All tiles will be appropriately and carefully packed, palletized and strapped prior to shipment and all tiles that leave the factory will be in perfect condition.
 - Transport, insurance, VAT, customs duty and/ or other applicable charges are not included in the price of the tiles, and will be quoted and charged separately.
 - Mosaico does not accept any liability or responsibility for extended delivery times, especially in case of loss of products, bad weather, or strike.
 - Delivery at destination will be curb-side and destination should be on a paved road with easy access to large delivery vehicles. Discharge from the delivery vehicle will be the responsibility of the client. The delivery company will not be responsible for any further movement, unpalletising, or unboxing. Any special delivery requirements must be made known to Mosaico prior to quoting and delivery.
 - The order is to be inspected by the client at time of delivery and either signed for as received in good condition, or to note any damage on the truckers delivery note. Mosaico is to be notified immediately within 24 hours of any claim, with photographs provided.
 - Any discrepancy in quantities compared with the order and delivery note, are to be noted on the delivery document and returned to the driver and brought to Mosaico's notice immediately.
 - If a client's representative is not available for inspection and signature of receipt at time of delivery, further costs may be incurred and applicable for waiting times, or redelivery at a later date.
 - It is highly recommended that tiles are only stored indoors prior to installation, in order to avoid staining or discoloration of tiles.
 - International deliveries will be subject to further possible terms and conditions, and charges, which can be quoted and agreed separately.

Contact Us