



IMPERIAL TILE & STONE INC, TERMS AND CONDITIONS

Privacy Policy: Imperial Tile & Stone is committed to protecting your privacy: any information given to us will be used for the sole and express purpose of fulfilling your order as requested. We never sell our customer information to anyone. Our online store uses only the best secure, encrypted technology to process your orders safely and securely. Your confidentiality is as important to us as it is to you.

Ordering Online: Available 24 hours a day. Our Shopping cart is secure and easy to use

Phone Number: 818-764-8453

All orders placed online after business hours will be processed the next day. Orders placed on Saturday, Sunday or Holidays will be processed the following business day. All orders are generally shipped within 7 business days unless otherwise specified. Large orders may require some additional lead time. Lead time varies depending on materials ordered.

Refunds and Returns: Returns Must be Authorized in advance by Imperial Tile & Stone Inc, Returns will only be authorized within 7 days of receiving your order. A 35% restocking fee may be applied to all returns. No Cancellations or Returns on special orders or custom orders. Delivery to common carrier/trucking company constitutes delivery of material to buyer. Installation of materials constitutes acceptance and Imperial Tile & Stone will not be held liable for any damage or discrepancies once material has been installed. Natural Stone has natural veining and shade variations due to its nature. Every piece may be different. Man made products also have the same variations depending on the material ordered.

Imperial Tile & Stone custom ordered items are made to your specific requirements and therefore cannot be canceled or returned.

Payment: We accept MasterCard, Visa, American Express and Discover. Your credit card will be charged at the time your order is placed. Prices are subject to change without notice.

Shipping: Carrier or Shipping company will be decided depending on the size of your order and best pricing available at that time. A physical address is required for all shipments. We do not ship to a P.O. Box. Customers will be charged for deliveries made to wrong address due to incorrect information being provided to us.

Local Deliveries: Local Deliveries are made in the Los Angeles, Ca area.

Out of Stock: We diligently try to maintain sufficient inventory levels to fulfill all orders: however, occasionally one of our popular items may be temporarily out of stock. In the event this occurs, we will contact you within 48 hours for an anticipated delivery date.

Refunds: All refunds will be sent out by check. Imperial Tile & Stone Inc, will not credit your credit card. All refunds are issued within 7 business days by check in the mail. All refunds will be issued to the purchaser.