



SHIPPING AND HANDLING OF ALDA TILES

With a reputation for crack-free delivery, Alda Design takes extra precautions to ensure safe delivery.

All tiles are cushioned between foam dividers before they are shrink-wrapped on custom pallets.

We ship to job sites all over the continental United States.

OFFLOADING PALLETS:

Concrete tiles are strong and durable once installed in a proper manner. They can, however, be very fragile if not handled carefully and very porous until they are sealed.

- ◆ Pallets should be off-loaded by forklift and placed on a dry, even surface.
- ◆ Once the tiles are taken out of the pallets, stack them vertically using foam dividers supplied by the manufacturer.
- ◆ Place dividers between the tiles to prevent the surface from scratching.
- ◆ Always stack tiles in a dry and protected area. Alda Design does not provide a forklift for off-loading.

NEVER TOP LOAD ON TILES

NEVER STACK TILES HORIZONTALLY (AS THIS CAN SCRATCH AND CRACK THE TILES)

HANDLING:

When moving tiles from one area to another, pick up two tiles face to face with the foam divider between them so that the front surface is never touched. Using latex gloves will prevent dirt or oil from marking the face of the tile.

RETURNS:

Prior to off-loading the shipment and signing the bill of Lading, pallets should be inspected to insure that no damage has occurred in shipping. At the time of unloading, please check the product and make note of any damaged or missing pieces on the invoice copy and contact your sales representative with the information.

Claims must be made within ten (10) days after receipt of material.