

KIBAK TILE

OPEN & INSPECT ORDER UPON DELIVERY

- All claims must be presented within **5 days** of receipt.
- Damage that is apparent upon delivery must be noted on the freight carrier delivery receipt.
- Immediately upon delivery, verify materials & quantity are correct.
- Pull from all crates or boxes to ensure optimal blending of shade variation during installation.
- Even though the same glaze is applied to each piece of the order, different application methods often yield varied finishes and shade variation. It is this variation which gives custom, hand-painted tile its unique characteristics and beauty.

INSTALLATION INFORMATION

- **BEFORE GROUTING:** Use of a Grout Release Sealer is required to aid in removal of grout during install and to prevent grout from permanently adhering to the dryline. Also, apply a penetrating sealer to tiles after grouting.
- Sealing tiles every few years will protect the glaze and dryline and make routine cleaning easier.
- **NO ALLOWANCES WILL BE MADE AFTER INSTALLATION. INSTALLATION IMPLIES ACCEPTANCE OF PRODUCT.**

ROUTINE CLEANING

- Using a natural stiff-bristle brush will be more effective than cloth or paper towels which will leave lint and fibers behind.
- Use non-abrasive, pH neutral cleaners recommended for tile. Test any cleaning product on a small area first to ensure the cleaner does not affect the glaze.
- Avoid products that contain phosphoric acid, or other acids such as vinegar or lemon juice.
- Immediately clean up any spills or stains from tile to avoid permanent staining.