

Customer Care Guide

Before Your Tiles Arrive

Receiving your order is an exciting milestone.

Before your installer begins, it's important to spend a few minutes checking your delivery. Taking the time to inspect your products now helps ensure everything is exactly as expected before installation commences.

We recommend checking:

- ✓ Product name
- ✓ Quantity
- ✓ Colour
- ✓ Finish
- ✓ Size
- ✓ Shade batch
- ✓ Calibration (where applicable)

Good to know

Once tiles have been installed they are deemed to have been accepted. Always inspect your order before installation begins.

Before Installation

Before laying any tiles, we recommend dry-laying a small section in the space.

This allows you to view the tiles in the actual lighting conditions throughout the day and confirm you're happy with:

- colour
- variation
- layout
- direction
- pattern

If anything doesn't look right, stop installation and contact BetterTiles before continuing.

During Installation

Professional installation is essential to achieving the best result.

Throughout installation:

- Check tiles regularly under natural light.
- Blend tiles from multiple boxes.
- Remove adhesive and grout promptly.
- Follow relevant Australian Standards.
- Wear appropriate PPE when cutting or handling tiles.

After Installation

Once installation is complete:

1. Allow adhesives and grout to cure fully before heavy use.
2. Follow the appropriate BetterTiles Care Guide for your product:
 - Porcelain & Ceramic Tiles
 - Natural Stone & Terrazzo
 - Natural Stone Slabs

Regular maintenance will help preserve the appearance of your new surfaces for years to come.



Natural Variation

Tiles are manufactured using natural materials and high-temperature firing processes. Because of this, slight variation is part of their character.

Depending on the collection, variation may occur in:

- shade
- pattern
- texture
- veining
- size

For the most natural appearance, blend tiles from multiple boxes during installation.

Safe Handling

Tiles can be heavy and awkward to lift.

Always:

- ✓ Lift with your legs
- ✓ Ask for assistance with large format tiles
- ✓ Store boxes on a flat, stable surface
- ✓ Keep walkways clear
- ✓ Use appropriate lifting equipment where required
- ✓ Avoid attempting to catch falling boxes.

Returns & Support

If you believe there is an issue with your order, please contact BetterTiles before installation.

Our team can assist with:

- product questions
- replacement products
- additional quantities
- installation guidance
- care recommendations



Disclaimer

This 'Customer Care Guide' is based on various sources and was believed to be accurate at the time of publication. The information provided is advisory, offered in good faith and without prejudice, but does not claim to be an exhaustive treatment of the subject. Professional advice should be sought before taking any action based on the information provided. Bettertiles accepts no responsibility for the performance of cleaning products or for any consequential damages resulting from their use, as the quality control and application are outside of Bettertiles' control.

