

# ELYSIUM TILES

## SHIPPING POLICY

### SHIPPING METHODS

Elysium Tiles offers two types of shipping methods.

- FedEx Ground for small packages (generally for orders consisting of only mosaics)
- LTL Freight for large shipments (generally for orders that contain tiles)

Due to the weight and fragile nature of our products, we do not offer expedited shipping options.

### LEAD TIMES

Orders received by 1:00 PM Pacific Time will be processed for the same day shipping.

Orders received after 1:00 PM Pacific Time will be processed and shipped the following business day.

### SHIPPING RATES (Maximum \$75 per order)

- FedEx Ground Business to Business (Small Package)

Only for mosaics

1-7 sheets - \$14.95 Flat Rate

8-38 sheets - \$1.95 Per Sheet

39+ sheets - \$75 Per Order

- Freight Shipment \$75 per order Business to Business (LTL freight)

60+ sheets mosaics

Field Tiles any boxes

Field Tiles & Mosaics

**Notes: Please add \$1 per mosaic sheet for residential shipping.  
Please contact us for residential truck deliveries, and lift gate rates.**

### DELIVERY TIMES

All delivery dates will be based on the tracking number provided when the product is shipped out. FedEx packages and Freight shipments can be tracked through the tracking number provided. All delivery dates and times are estimates. We highly recommend that you do not schedule your installer until you have received your product.

### DELIVERY

When your order arrives, please ensure that the quantities match what you ordered. To guarantee customer satisfaction, please make note of the following when receiving your order:

- Visually inspect the condition and entirety of the shipment, make sure to note missing items or damaged materials. The order confirmation email you received lists all the materials and quantities you ordered. You will need to examine the shipment and count each item to make sure everything ordered has been received.
- DO NOT let the driver leave until you have verified that the material received is in good condition and that all material has been accounted for. Any damaged or missing items must be noted on your delivery receipt. If not noted, it increases the amount of time required to seek resolution. And in such cases, you will be required to file directly with the carrier. See our "Damaged Material Policy" for more information.