

## **ELYSIUM TILES**

### **DAMAGED MATERIAL POLICY**

Many products are fragile by nature. Occasionally products can be damaged during transit. If you receive any damaged tiles in your shipment, please follow the policy below by calling or emailing us right away and we will ship out the replacement tiles immediately at no additional cost to you. We have Specialists available ready to assist you Monday-Friday, 8am-5pm Pacific Time.

If you receive damaged material, please follow these steps for quick replacement of your shipment:

1. Accept the shipment.
2. Email the following to [claims@elysiumtiles.com](mailto:claims@elysiumtiles.com)
  - POD (Proof of Delivery Receipt)
  - Invoice Number of the order
  - Item name of the damaged material
  - Number of sheets (or boxes) that are damaged.
  - Pictures of Damaged Tiles
3. Elysium Tiles will ship your replacement tile immediately

Upon initial receipt of the shipment, look for any indication of damage on the outside of the cartons or packing material. Notate any damage on the POD provided by the driver, this will ensure a faster turnaround on filing the claim and re-shipping the product. Even if no damage is noted on the POD, you can still file a claim for hidden damage.

**\*\*\*NOTE: NEVER REFUSE A SHIPMENT\*\*\***

Refusing a shipment will incur additional shipping charges that the customer will be responsible for paying. Refused shipments are subject to return shipping costs and, in certain circumstances, will incur a 25% restocking fee. If you have received a damaged shipment, please contact our Customer Service Department at 714-991-7885 for assistance. You can also email your damage claim in to [claims@elysiumtiles.com](mailto:claims@elysiumtiles.com). Please have your Order Number and Tracking Numbers ready to ensure a quicker turn around for your replacement shipment.

DO NOT DISCARD any of the damaged material or packaging. Once reported, the damaged material is the property of the carrier, by law, and they have 120 days to decide if they wish to inspect, pick up or advise to discard the damaged material. Elysium Tiles cannot be held responsible for any damages or shortages. The responsibility falls on the carrier once the product leaves our premises.