

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

For residential shipping, please add \$1 per mosaic sheet.

- Business to Business LTL Freight Shipments are \$75 per order

60+ sheets mosaics

Field Tiles any boxes

Field Tiles & Mosaics

We do not offer Residential or Job Site shipping for LTL Freight Shipments.

DELIVERY TIMES

FedEx packages and LTL Freight shipments can be tracked through the tracking number provided. Delivery dates will be based on the tracking number provided. 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 of the shipment and make sure to note any 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.
- **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.