

Sales Policy

Terms of Sale

Sales are made on a cash only basis unless prior "Open Account" status has been arranged with our Credit Department. The following forms of payment are accepted: cash, check with proper identification, Visa, Mastercard, Discover, and American Express.

Returned Checks

A maximum fee by law will be applied to all returned checks. Customer will be turned over for collection if check is not made good and return fee paid within 10 days from date of notification, or if the contact information is incomplete or inaccurate.

Pricing and Selection

We do not stock everything on display and cannot guarantee stock items to be available at all times. All prices, including deposits and rental fees are subject to change without prior notification.

Returns

Merchandise and pallet return must take place within 30 days from the invoice date and are subject to inspection for resale. All return of field tile must be in factory sealed full cartons. Absolutely no returns on bag goods, special orders, fabricated material, discontinued items, seconds, or other material sold "as is". No returns are accepted after 30 days.

There will be a minimum 15% restocking charge on all material accepted for return.

Special Orders

Minimum 50% deposit on all special orders, and full payment for direct ships. Special orders cannot be cancelled after order is placed with the source of supply or once fabrication has begun. Deposit forfeited on items left over 30 days from notification of arrival/completion. Special orders that are brought in for account customers will be invoiced upon arrival at our warehouse. All special orders are + freight and handling unless otherwise notified. Actual amounts may vary slightly to meet ordering/fabrication requirements. Every effort will be made to notify you if material is temporarily or permanently unavailable.

No returns on special order merchandise.

Shipments

A special packing fee is charged per package on all outbound UPS/RDS shipments to defray the additional cost of careful and accurate packing to insure safe arrival of the materials. There are inbound charges that are passed on from the manufacturers that will vary from time to time and vendor to vendor. Charges may include split carton charges, pallet charges, etc. We will make every attempt to make you aware of these, but they are subject to change without notice.

We take great care in packing all our products to insure that they travel to you in the safest manner possible. However, when they leave our warehouse we must count on the specific carriers to do their best to get the products to you safely. All material is sold F.O.B. the warehouse. Ownership of the material is transferred to the customer as soon as it leaves the warehouse. All orders must be received regardless of its condition.

In the event that there is damage to a direct shipment to you from a manufacturer, it is your responsibility to contact the carrier and file a damage claim. Claims for damage or loss in transit are to be made directly with the carrier. We are not responsible for replacing material damaged in transit. Merchandise refused upon delivery will be subject to the normal restocking fee plus double freight charges.

When your order is shipped we will notify you with the confirmation of your shipment. This confirmation will give you the carrier's name (such as UPS), phone number, and the tracking number of your specific shipment (if available). Because many orders weigh a great deal and must be shipped by common carriers, the customer needs to make arrangements to receive the material. Typically a carrier will bring the material to your home and assist only in off-loading the material. Consideration should be given to where it will be stored, how far it must be carried and the ability to handle packages that weigh 50 lbs. or more.

Claims

Shade, size, and texture variations are inherent in all fired clay products and natural stone and, as such, are not considered defects. Materials returned for any of these reasons will be assessed the normal restocking fee. Samples represent the average run of the material and are not guaranteed to match the actual merchandise. No guarantee is made against crazing. Crazing is an inherent characteristic in some fire-glazed tiles. We assume no responsibility for samples that are mismarked or contain illegible markings. **It is the responsibility of the installer and owner to inspect all material prior to installation. Claims, including those for manufacturing defects, or error, will not be honored after the material has been installed. Labor charges are expressly excluded.**

Use of material constitutes acceptance.

We accept no claims for shade variation in pigmented grouts as colors may vary greatly due to source materials, installation methods, mixing ratios, and job site conditions.

Samples

Due to the nature of ceramic tile and natural stone, our customers are strongly recommended to first obtain a sample of the material they are considering purchasing. Samples represent the average run of the material and are not guaranteed to match the actual merchandise. Customers will be assessed shipping fees for samples that need to be sent.

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