



About Ivy Hill Tile

Ivy Hill Tile is a state-of-the-art tile retailer and manufacturer. Our team curates the fine materials from all over the world to bring our customers an extensive collection of exceptional products. We have a generous selection of every tile you could imagine, including but not limited to-porcelain, mosaic, and waterjet tiles. Founded in 2005, Ivy Hill Tile applies 21st century business practices to provide the most forward thinking, innovative, and efficient customer experience.

Terms and Conditions

The customer will be deemed to have received, inspected and accepted goods as satisfactory and complete in all respects unless written notice of any alleged damage or shortage is received by Ivy Hill Tile of any goods supplied within 7 days from the date of receipt. Misalignment of some pieces on each sheet must be assumed as an intrinsic characteristic of this product and no claims will be honored for this reason. No claim whatsoever will be accepted after installation.

Limitations of Liability

Ivy Hill Tile shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this site or the performance of the products, even if Ivy Hill Tile has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Participation Disclaimer

Ivy Hill Tile does not and cannot review all communications and materials posted to or created by users accessing the site and is not in any manner responsible for the content of these communications and materials. You acknowledge that by providing you with the ability to view and distribute user generated content on the site, Ivy Hill Tile is merely acting as a passive conduit for such distribution and is not undertaking any obligation or liability relating to any contents or activities on the site. However, Ivy Hill Tile reserves the right to block or remove communications or materials that it determines to be (a) abusive, defamatory, or obscene, (b) fraudulent, deceptive, or misleading, (c) in violation of a copyright, trademark or; other intellectual property right of another or (d) offensive or otherwise unacceptable to Ivy Hill Tile in its sole discretion.



Fast Free Shipping

When you order from Ivy Hill Tile, you're ordering from the source, so most products are in stock and ready to ship to your doorstep, absolutely free. Our lightning fast shipping means you should expect to receive your order within 7-10 days. Need it sooner? Expedited shipping options are available at checkout.

And did we mention that shipping is FREE, whether you're ordering one sample or a truckload of tiles? There's also zero sales tax (except in NY), so the price you see for the tiles is the price you'll pay.

365 Day Return

Order too many tiles, or not 100% satisfied with your purchase? No problem. Ivy Hill Tile is happy to accept returns within 365 days of your order.

Please read the following information carefully.

You must request an RMA form by emailing Help@ivyhilltile.com. Returns will not be accepted without the form. Include in your request the following information:

- A. Your order number.
 - B. The amount of sheets (or square feet) of tile you are returning.
 - C. The reason for your return. You will receive a pre-filled RMA form within 2 business days of submitting your request.
2. In order for us to continue to be able to offer free shipping, a 15% restocking fee is assessed on all returns.
 3. The customer is responsible to pay for return shipping. You can choose any carrier you'd like.
 4. The following items are final sale and cannot be returned: samples, grouts, clearance items, and custom orders (yeah, we do those).
 5. All returns must be in their original packaging and in the condition in which they were received. Credit will not be issued for any items returned to us broken. It is imperative that the returned boxes are packaged well - our products are extremely fragile.
 6. Once we receive your return, your refund will be processed within 7 business days.



FAQs

-I received damaged tiles.

Although we pack our orders as best as we can using the most modern packing technology, there does come the rare occasion that some tiles may break. We will do whatever we can to leave you satisfied. If you still feel that your damaged tiles cannot be used, please email Help@ivyhilltile.com as soon as possible. Your email must include: 1. your order number. 2. the number of sheets damaged. 3. pictures of any damages. 4. any other relevant information (exterior damage to boxes, were the boxes packed horizontally or vertically, etc).

After we receive these photos and analyze the damage, we will either send out replacement sheets as quickly as we can or issue you a refund for those damaged sheets.

PLEASE NOTE THAT ANY DAMAGES MUST BE REPORTED WITHIN 7 DAYS OF DELIVERY DATE IN ORDER TO RECEIVE ANY CREDIT.

-I received my order but there are products missing.

Be sure that all the items in your order have shipped already. If your order displays your Package Tracking Numbers, check with the shipper to confirm that your packages were delivered. If your packages each show a status of "delivered", please contact customer service for assistance.

-When will my refund appear on my account?

Refunds for returns are issued 7-10 days after the items are received by our warehouses.