We’re the makers who support the dreamers.

Fireclay Tile is the maker of the finest handmade tile in the world. From design to delivery, we’re your single source for bringing your unique vision to life, with a full-service team of master artisans, trendsetting design consultants, and on-point customer support pros.

Since 1986, we’ve been on a mission to do good by crafting products intentionally, collaboratively, and transparently.
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FIRECLAY GIVES

PRODUCT DONATIONS
In 2019, we expanded the Pledge One Percent pledge to include donating 1% of the square feet of tile we produce to non-profit organizations. To date, we’ve provided over 35,000 square feet of tile totaling $677,000 in value to those in need, including Detroit Prep (above).

VOLUNTEER PROGRAM
Fireclay Tile holds an annual company-wide volunteer day of service where we stop work to serve our communities. Our team members have numerous interests, and this allows them a full day each year to dedicate time, paid by Fireclay, to organizations in need.

Made for Good

We make it our business to do good. From supporting our local communities to reducing our environmental impact, every tile we make is a chance for us to have a positive impact on our world. Together, we can be the change we seek.

FIRECLAY GIVES

VOLUNTEER PROGRAM
In 2019, we expanded the Pledge One Percent pledge to include donating 1% of the square feet of tile we produce to non-profit organizations. To date, we’ve provided over 35,000 square feet of tile totaling $677,000 in value to those in need, including Detroit Prep (above).

At Fireclay Tile, we’re dedicated to doing sustainable manufacturing right. From our Climate Neutral Certification to our rigorous recycling practices, we take the health of our environment seriously.

DONATION PARTNERS

NPCA
As part of Fireclay Tile’s commitment to protecting and honoring our planet, we donate 1% of all Brick sales to the National Parks Conservation Association.

ALLIES IN ARTS
5% of proceeds from our Block Shop x Fireclay Tile Handpainted Collection goes to Allies in Arts to support the next generation of courageous creatives.

ARCHITECTS FOUNDATION
We believe that architecture should reflect the diverse society it serves. In order to narrow the racial disparities in the design industry, we sponsor a Diversity Advancement Scholarship for Black women pursuing architecture.

SUSTAINABLY MADE

At Fireclay Tile, we’re dedicated to doing sustainable manufacturing right. From our Climate Neutral Certification to our rigorous recycling practices, we take the health of our environment seriously.
OUR FACTORIES

AROMAS, CALIFORNIA
Our home since 1991, we produce all of our Original Ceramic Tile, Handpainted Tile, and Glazed Thin Brick among the rolling agricultural hills surrounding our Aromas, California factory.

SPOKANE, WASHINGTON
Our new facility in Spokane, Washington was founded in 1965 and brought into the Fireclay fold in 2022. Here we produce our Natural Press Tile, Essentials Collection, and Glass Tile.

Our Two Factories

215,000 SQFT
Combined factory space

346
Factory employees

100%
Carbon emissions offset

8,750 LBS
Recycled materials used daily

252 GALLONS
Water recycled daily

10 MILLION SQFT
Of tile capacity

FIRECLAYTILE.COM
(800) 773-2226 | FIRECLAYTILE.COM
We’re Proud to Be a B Corp

As the first tile company to be a certified Benefit Corporation, or B Corp, we’re part of a global movement to redefine success in business. By balancing profit with purpose, we seek to achieve higher standards of social and environmental performance, transparency, and accountability.

Company History

We’ve accomplished a lot over the last 30+ years. Here are a few of our most memorable milestones.

1986

Fireclay is started by 4 friends in San Jose, California. The goal was simple: make beautiful tile, a better way.

1991

We move our Factory to its current home in Aromas, CA and become the first tile company to introduce 100% lead-free glazes.

1997

We begin making recycled clay that incorporates granite dust from a local quarry and glass from post-consumer bottles.

2009

We enter the modern era and start using technology for more efficient production while shrinking lead times and waste.

2011

We purchase Sandhill Glass Tile and start our journey into glass tile manufacturing and selling.

2013

We make the world’s first 100% post-consumer glass tile using recycled CRT Glass (glass from old TVs and computer monitors). We purchased Kibak Tile to expand our Handpainted Offering.

2014

Our first showroom opens in San Francisco. We begin selling directly to homeowners and designers, in-store and online.

2015

We become the first certified B Corp and Climate Neutral tile company. We begin our partnership with the NPCA by donating 1% of Brick sales to preserving US National Parks.

2020

Fireclay becomes Teammate Owned. We start our Aromas, CA factory expansion. We begin working with the Architects Foundation to create a scholarship for Black women pursuing architecture.

2021

We open our Berkeley Showroom and launch in-stock Quick Ship Tile. We make meaningful partnerships with Allies in Arts to support LGBTQIA+ artists.

2022

We become the new owners of Quarry Tile, a Washington-based tile maker, adding 122,000 SqFt of factory space. We complete an expansion to our California Factory for a total of 80,000 SqFt. Our team grows to 330+ Makers!

B Impact Scoring Scale

0 50.9 80 115.4 200

0 Median score for ordinary businesses
50.9 Minimum score required to become a B Corp
80 Fireclay’s score
115.4 Minimum score required to be a B Corp
200 Maximum score

ENVIRONMENT

We offset 100% of our carbon footprint from our entire operation, including production and shipping. We’re also actively implementing waste diversion programs, successfully diverting more than 90% away from landfills.

WORKERS

We are nothing without our Makers. By increasing our starting wage to $17/hr, substantially subsidizing medical insurance and health expenses, including equity ownership and 401(k) matching, offering 0% interest loans, and more, we’re committed to investing in our people.

COMMUNITY

We can only thrive if our community thrives. Pledging 1% of Fireclay Tile’s equity and product to nonprofits, funding extracurricular pursuits for our team members’ families, donating to our local public school, and giving every employee a paid volunteer day are just some of the ways we build shared prosperity for all. Since 2014 we’ve donated over $1.4M to causes in our community.

GOVERNANCE

Corporate governance impacts everyone. By sharing monthly and quarterly financials with all employees and investors, providing company-wide bonus opportunities, and pursuing gender parity in the workplace, Fireclay Tile embodies business as a force for good.
Welcome Home

Our tile makes all the difference. Described as the most beloved part of their projects, our products give clients the chance to showcase their one-of-a-kind vision. We’ve even collaborated with the industry’s top tastemakers in designing their own residential installations.
Tile at Work

We’re changing the way businesses design, one tile at a time. Qualifying for a number of LEED credits, our sustainable products can scale for projects of any size at competitive lead times. Recent projects include restaurants, groceries, hospitality, and office spaces.
Ceramic Tile

Our handmade Ceramic Tile offers the broadest range colors, sizes, applications for virtually limitless design possibilities.
Original Ceramic Tile

In our efforts toward Zero Waste manufacturing, every ceramic tile glaze is now applied to our Recycled Tile Body. Our handmade tile collection makes even more room for sustainable design. All glazes will reflect varying degrees of color and size variation—it’s the mark of a truly handcrafted product and makes our tile authentic and unforgettable.

**Gloss**
- White Wash (V2)
- Tusk (V2)
- Magnolia (V2)
- Magnolia with Black Patine (V2)
- Husky Way (V2)
- Gardenia (V2)
- Frost (V4)
- French Linen (V2)
- Oyster Shell (V2)
- Sea Green (V3)
- Kelp (V4)
- Rosemary (V3)
- Seedling (V3)
- Salton Sea (V3)
- Driftwood (V3)
- Peabody (V2)
- Evergreen (V3)
- Caspian Sea (V3)
- Naples Blue (V4)
- Kona Bora (V4)
- Amplify Coast (V4)
- Trio Blue (V3)
- Waterfall (V3)
- Jade (V2)
- Glacier Bay (V3)
- Turquoise (V2)
- Huckleberry (V2)
- Moonshine (V2)
- Crater Lake (V2)
- Nickel (V2)
- Caribbean (V2)
- Agapan Sea (V4)
- Lapis (V2)
- Mauve Blue (V2)
- Azul (V4)
- Lake Tahoe (V4)
- Tumbled (V2)
- Sorbet (V2)
- Sunflower (V2)
- Desert Bloom (V2)
- Mustard Seed (V2)
- Vintage Leather (V2)
- Hunter Green (V2)
- Peacock (V2)
- Admire Canyon (V2)
- Mandarin (V2)
- Tomato Red (V2)
- Evening Glow (V4)
- Dust Storm (V4)
- Adobe (V2)
- Painted Sky (V4)
- Mesa (V2)
- Red Rock (V2)
- Koi (V3)
- Lemon Cream (V2)
- Daffodil (V3)
- Lemon Cream (V2)
- Tuolumne Meadows (V3)
- Haystack (V4)
- Koi (V3)

**Matte**
- Mandarin (V2)
- Desert Bloom (V2)
- Magnolia (V2)
- Magnolia with Black Patine (V2)
- Gardenia (V2)
- Frost (V4)
- French Linen (V2)
- Oyster Shell (V2)
- Sea Green (V3)
- Kelp (V4)
- Rosemary (V3)
- Seedling (V3)
- Salton Sea (V3)
- Driftwood (V3)
- Peabody (V2)
- Evergreen (V3)
- Caspian Sea (V3)
- Naples Blue (V4)
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- Desert Bloom (V2)
- Mustard Seed (V2)
- Vintage Leather (V2)
- Hunter Green (V2)
- Peacock (V2)

**Custom Colors and Sizes Available**
CUSTOM COLORS AND SIZES AVAILABLE

LEFT: 2x6 in Dolomite and Quartzite • Design: Lindsey Hanna Design • Photo: Lindsey Hanna Design, Texas Tiny Pools

RIGHT: Mini Star & Cross in White Wash • Design: Jessie Lane Interiors • Photo: Jess Isaac

(800) 773-2226 | FIRECLAYTILE.COM/TILE/COLORS
Handmade Tile Trim

Trim is one of the most important details of any Tile project. Made to finish edges and handle transitions, our handmade Trim ensures you have a seamless installation. See some of our most popular trim options below and find our official Guide to Trim at fireclaytile.com/trim.

**FIELD TILE - STARTING AT $28/SF**

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**TILE MOSAICS - STARTING AT $38/SF**

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<tr>
<td>2&quot; Hexagon</td>
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<tr>
<td>3&quot; Hexagon</td>
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<tr>
<td>3x3</td>
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<tr>
<td>Small Diamond</td>
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</tbody>
</table>

**TILE SHAPES - STARTING AT $34/SF**

- Paseo
- Ogee
- Ogee Drop
- Chaîne Homme
- Mini Star & Cross
- Hexagon
- Kite
- Triangle
- Wave
- Picket
- Scalene Triangle (Left & Right)
- Large Star & Cross
- Large Diamond
- Chevron (Left & Right)
- Glazed Edge - Short Edge
- Glazed Edge - Long Edge
- Glazed Edge - Corner
- Bullnose (Short Edge, Long Edge, or Corner)
- Double Radius Bullnose
- Radius Bullnose
- Cove Base
- Square Cap
- Cove Outside Corner
- Cove Inside Corner

Pricing in this catalog is subject to change without notice. Price is dependent on both shape and color, visit our website for the most up-to-date pricing and color assortment information. Call for commercial and volume pricing.
Foundations

The best colors. The best sizes. The best price. Starting at just $18/SF, the Foundations Collection features timeless glazes and sizes at a price point everyone can love.

GLOSS

- WHITE WASH (V2)
- TUSK (V2)
- GARDENA (V2)
- OYSTER SHELL (V2)

- MOONSHINE (V2)
- NICKEL (V2)
- FRENCH LINEN (V2)
- SHETLAND WOOL (V2)

FOUNDATIONS - $18/SF
(CALL FOR COMMERCIAL & VOLUME PRICING)

- 4x4
- 2x6
- 3x6
- 6x6

Pricing in this catalog is subject to change without notice. Price is dependent on both shape and color, visit our website for the most up-to-date pricing and color assortment information.

LEFT: 3x6 Tile in Tusk • Design: Alessia Zanchi Loffredo, nDesign Home • Photo: Ryan McDonald
CENTER: 2x6 Tile in French Linen • Design: Sanabria & Co. Old City Design Studio • Photo: Stacy Zarin Goldberg
RIGHT: 3x6 Tile in White Wash • Design: Kim Raver • Photo: Kate Jordan
Natural Press is handmade in the US using a single fire technique and features 24 low variation colors, each available in opaque gloss and satin finishes. Suitable for backsplashes, walls, showers, residential floors, pools, and exterior applications in approved climates.

Get to Know Natural Press

**FIELD TILE - STARTING AT $18/SF**

- 12x12
- 8x8
- 6x6
- 4x8
- 2x8
- 4x4
- 8x8
- 3x9

**SPECIALTY TILE - STARTING AT $18/SF**

- 3x9
- 3x6
- 4x8
- 2x8
- 2x6
- 4x4
- 6x6
- 8x8
- 12x12
- 6x12

**MOSAIC TILE - STARTING AT $24/SF**

- 2x2
- 3x3
- 2x4

Available in Straight Set and Half Offset layouts

Pricing in this catalog is subject to change without notice. Price is dependent on shape and color, visit our website for the most up-to-date pricing and information.

Call for further commercial volume pricing.
Natural Advantages

**Price & Volume**
Starting at $16/SF, Natural Press makes sustainable ceramic tile accessible to a broader market of homeowners and commercial clients who share our values. Volume pricing starts as low as $6/SF, making Natural Press an attractive option for large-scale commercial projects.

**Made in the USA**
Not all tile is made equally. Manufacturing Natural Press Ceramic Tile in our own domestic factory by our talented teammate owners supports the greater Spokane community and ensures best-in-class environmental and labor standards.

**Full Customization**
Design is storytelling, and today’s leading brands are specifying premium materials to delight their customers while sharing their stories of identity, values, and experience. Whatever your story is, we’re your partners in telling it with in-house custom color development that matches your brand and vision.

Not all tile is made equally.
Manufacturing Natural Press Ceramic Tile in our own domestic factory by our talented teammate owners supports the greater Spokane community and ensures best-in-class environmental and labor standards.
Get to Know Essentials

Developed in our Spokane, Washington factory and available exclusively in our Quick Ship Shop*, Essentials offer 8 timeless colors in 2 finishes, 4 versatile shapes, and our most budget-friendly price ever. The Essentials Collection is made on our Natural Press Ceramic Body.

**GLOSS / SATIN**

- **Salt Creek** (V5 / V0)
- **Pearl** (V3 / V0)
- **Cloud Cover** (V5 / V0)
- **Alberta Blue** (V2 / V0)
- **Hood River** (V4 / V0)
- **Manzanita** (V6 / V0)
- **Puget Sound** (V4 / V0)
- **Timberline** (V4 / V0)

**ESSENTIALS - STARTING AT $10/SF**

(CALL FOR COMMERCIAL & VOLUME PRICING)

- **3x9**
- **3x6**
- **8” Hex**
- **3x3**

**Field - Starting at $10/SF**

**Specialty - $16/SF**

8” Hexagon only available in Satin finish

**Mosaic (sheeted) - $18/SF**

3x3 only available in the following colors: Manzanita, Salt Creek, Pearl, and Cloud Cover

Pricing in this catalog is subject to change without notice. Price is dependent on both shape and color, visit our website for the most up-to-date pricing and color assortment information.

*SHIPPED FROM OUR FACTORY IN 5 DAYS OR LESS

Above: 3x9 in Timberline Gloss, 3x3 Sheeted Mosaic in Cloud Cover Gloss

Above: 3x9 in Manzanita Satin, 8” Hexagon in Puget Sound Satin
Glazed Thin Brick

As durable as it is timeless, our Glazed Thin Brick is a favorite among designers and architects for its distinctive aesthetic, versatility, and ability to scale.
Glazed Thin Brick

Beautiful, durable, and easy to clean, our Glazed Thin Bricks’ colorful surfaces are suitable for the smallest and largest projects on your list. Our California manufacturing partner supplies our Brick body, we finish them with the signature Fireclay look. Choose from 36 lead-free, hand-mixed glazes in a wide range of palettes.

Pricing in this catalog is subject to change without notice. Price is dependent on both shape and color, visit our website for the most up-to-date pricing and color assortment information.

Glazed Thin Brick Catagories:
- Standard Flat
- Norman Flat
- Brick Corner (500 piece minimum required)

EDGE GLAZING OPTIONS: LONG SIDE, SHORT SIDE, CORNER

LEFT: Brick in Bitterroot • Design: Best Practice Architecture • Photo: Ed Sozinho
ABOVE: Brick in Columbia Plateau and White Mountains • Design: Ahmad AbouZanat • Photo: Joe Kramm

Glaze Options:
- GLOSS
- SATIN
- MATTEx
- CUSTOM COLORS AVAILABLE
Handpainted

Discover art that’s made for life. Crafted using time-honored techniques going back hundreds of years, every Handpainted Tile is made to order by our skilled artisans in Aromas, California.
Handpainted Collections

Our Handpainted Tile Collections have the power to transport, captivate, and inspire. With over 70 patterns to choose from, pair them with our standard color palettes or customize to make them distinctly yours. Handpainted Tile is made using our Original Ceramic Tile body. See the full offering at www.fireclaytile.com/handpainted
Pricing in this catalog is subject to change without notice. Handpainted price is dependent on both shape and complexity of design, visit our website for the most up-to-date pricing and color assortment information.

**HANDPAINTED - STARTING AT $14/PC**
(CALL FOR COMMERCIAL & VOLUME PRICING)

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<td>PATTERN LEVEL 1</td>
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<td>8x8</td>
<td>—</td>
</tr>
<tr>
<td>6x12</td>
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</tbody>
</table>

Note: Add $3.00/PC for custom colorway

Pricing in this catalog is subject to change without notice. Handpainted price is dependent on both shape and complexity of design, visit our website for the most up-to-date pricing and color assortment information.
This Handpainted collection is the joyful result of two teams of craftspeople coming together, each obsessed with process, making products thoughtfully, and investing in their respective communities. We’re both California brands that center creativity, compassion, and beautiful design.
Block Shop x Fireclay Tile Handpainted Collection
Each pattern is available in both 4x4 and 6x6 sizes and three color motifs. 5% of our profits from this collection will be donated to Allies in Arts to support today’s groundbreaking creators.

Four Ways to Play

➤ Single Pattern Repeats
Use either the Squiggle or Signal pattern to create simple yet dynamic repetitions.

➤ Pattern Blocks
Our multi-design patterns, Roundabout and Dot Dash, can be sold as blocks of repeating patterns.

➤ Alongside Our Field Tile
The beauty of this collection is that you can mix in solid fields of color to further complement your design.

➤ Go Fully Custom
Choose your own colors, dryline, or layout to create a look that’s uniquely yours.

14 DESIGNS

<table>
<thead>
<tr>
<th>Pattern</th>
<th>Available for</th>
<th>Available for</th>
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<tbody>
<tr>
<td>Squiggle</td>
<td>Roundabout (1-4)</td>
<td>Dot Dash (1-8)</td>
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<tr>
<td>Roundabout</td>
<td>Signal</td>
<td></td>
</tr>
<tr>
<td>Dot Dash</td>
<td>Signal</td>
<td></td>
</tr>
</tbody>
</table>

7 COLOR MOTIFS

- **Gesso Motif**  
  Available for Roundabout
- **Lapis Motif**  
  Available for Squiggle & Dot Dash
- **Wood Motif**  
  Available for Signal
- **Clay Motif**  
  Available for Signal
- **Fresco Motif**  
  Available for Roundabout
- **Charcoal Motif**  
  Available for Squiggle & Dot Dash
- **Plein Aire Motif**  
  Available for Squiggle, Dot Dash & Roundabout

**BLOCK SHOP X FIRECLAY STARTING AT $14/PC**
(CALL FOR COMMERCIAL & VOLUME PRICING)

- 4x4: $14/PC
- 6x6: $20/PC

Add $3.00/PC for custom colorway.

Pricing in this catalog is subject to change without notice. Handpainted price is dependent on both size and complexity of design, visit our website for the most up-to-date pricing and color assortment information.
LEFT: Squiggle Handpainted Tile in Plein Aire Motif, 4x4 in Tumbleweed • Design: Kim Wolfe • Photo: Joseph Bradshaw
CENTER: Harvest Handpainted Tile in Custom Motif, 4x4 in Halite • Design: Jessica Davis • Photo: Emily Followill
RIGHT: Dot Dash Handpainted Tile in Plein Aire Motif, 4x4 in Feldspar, 4x4 in Oyster Shell • Design: Natalie Myers, Veneer Designs • Photo: Jessica Alexander
Glass

Capture the cutting edge of design. Perfect for pools and interiors alike, our Glass Tile Collection transports you to a breathtaking world of color.
Glass
Available in 24 exclusive Fireclay colors, our Glass Tile comes in gloss and matte finishes. Whether you’re looking for playful color pairings or a simple and sophisticated standout, there’s something for every design expert to love. Slip-resistant finish available upon request.

GLASS
Available in 24 exclusive Fireclay colors, our Glass Tile comes in gloss and matte finishes. Whether you’re looking for playful color pairings or a simple and sophisticated standout, there’s something for every design expert to love. Slip-resistant finish available upon request.

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LEFT: 2x12 Glass Tile in Rosy Finch Matte • Design: Metro Design Build • Photo: Jeffrey Johnson
CENTER: 2x12 Glass Tile in Chickadee Matte • Design: Happy House Place • Photo: Kate Falconer
RIGHT: 2x12 Glass Tile in Flycatcher Matte • Design & Photo: SIN
Quick Ship

Need tile fast? Get up to speed on your next project with our best-selling Original Ceramic, Brick, Glass, Handpainted, and Essentials, shipped from our factory in 5 days or less. Visit fireclaytile.com/quick-ship for a current list of in-stock Quick Ship products. Call for commercial and volume pricing.
Complementary Design Assistance
We’re here to take the guesswork out of tile. From color samples to installation support, our seasoned Design Consultants are your go-to resource for your next tile project.

How It Works

EXPLORE OUR SELECTION
Browse hundreds of colors, shapes, and styles for endless design possibilities. Want more inspiration? Follow us on Instagram @fireclaytile.

CHOOSE YOUR SAMPLES
See it. Hold it. Fall in love with it. Enjoy five free, handcrafted color samples from any of our product lines* and we’ll ship your samples anywhere in the continental U.S.

GET FREE DESIGN ASSISTANCE
From inspiration to installation, your Design Consultant will walk you through each step of the tile design process.

PLACE YOUR ORDER
After placing your order, your project will immediately be entered into our queue and delivered directly to you.

*Excludes Handpainting Samples—cost determined per pattern

For design assistance, call (800) 773-2226, email hello@fireclaytile.com, or chat with us at www.fireclaytile.com.

Rendering Program
Tile design you don’t have to imagine. Working alongside your Design Consultant, our team of artists will create a realistic rendering to help you visualize your project in your space.

Program Levels

CONCIERGE ($275*)
See your design photorealistically installed in your space, with precise dimensions and graphics featuring best-match fixtures, appliances, cabinets, and lighting.

PREMIUM ($150*)
As lifelike as the Concierge rendering, but instead of showcasing your tile in your unique space, the tile is applied to a templated environment.

STANDARD (FREE)
You’ll always receive free design assistance to help you find your perfect tile. Includes a pattern sheet mockup approximating how your tile design will look.

*Applies as a credit toward your tile purchase with a design consultant.

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Program Benefits

- Dedicated Fireclay Tile Specialist
- Preferred Pricing
- Free Samples, Whenever
- Support & Estimating
- Help with Trim & Details
- Sneak Peek of New Products

To join our Trade Program, call (800) 773-2226 or email trade@fireclaytile.com

“I was so excited to be able to use Fireclay Tile for my project—I couldn’t wait to get my order. My delivery came packaged with care and arrived safely before the estimated time. The tiles are stunning and truly one of a kind!”

VANESSA BARTKO INTERIORS
COMMERCIAL

With local support in most markets, our commercial team is always ready to roll up their sleeves and get to work finding the best product for your project. From samples to specs, we’ve got you covered.
ADD-ON ORDERS

• Standard quoted lead times will apply to Add-On orders. However, if you are unhappy with your selection and it has not yet been installed, we can offer you up to 50% off a different item. Our philosophy is simple—if you are not happy with the product, we will work with you until you are.

PAYMENT METHODS

Payment
We accept all forms of payment including check, eCheck, or credit card (Visa, Mastercard, American Express, or Discover).

• Lead times are quoted real time.
• Due to the handcrafted nature of our tile, we are unable to offer expedited options.

OTHER OPTIONS/FEES

Small Batch Fee
$100 small batch fee if under 25 SF

Patine Finish
$75SF upcharge

Rush Fee
Available for different expedited options

Custom Colors
• $750 set-up fee (includes one round of feedback)
• Add 30% to SF price; requires 250 SF minimum

When possible and approved by production

ORDERING

Lead Times
• Lead times are quoted real time. Please note lead times are best estimates of time to manufacture. They are not guaranteed.

Order Modifications
Because each order is custom made, we cannot change it once it has gone into production. If you do have a change, please contact us immediately to see if we can help resolve the matter quickly. Charges may apply.

Add-On Orders
In the event that you need additional tile, you will have 30 days to request an Add-On from the time you receive your original order. For orders under 25 SF a $100 small batch fee will apply.

• Due to the handcrafted nature of our tile, we are unable to guarantee that the color or sizing will be an exact match to your original order. However, we will do everything we can to make sure your Add-On is within range of your original order.

• Standard quoted lead times will apply to Add-On orders. If you need your Add-On order sooner than the quoted lead time, we may be able to accommodate depending on production availability. A Rush Fee will be applied.

Returns
Because every product is custom made, we cannot allow standard returns. However, if you are unhappy with your selection and it has not yet been installed, we can offer you up to 50% off a different item. Our philosophy is simple—if you are not happy with the product, we will work with you until you are.

THE MAKER’S GUARANTEE

All Fireclay products are made to meet the most rigorous standards of craftsmanship, beauty, and durability. Order with confidence knowing that we always have your back.

• Fireclay Tile expressly warrants that our product, as delivered, will be reasonably free of defects in materials and workmanship for a period of 1 year from date of purchase.
• When properly handled and installed, Fireclay Tile guarantees that its products will perform to Fireclay Tile’s specifications as described in the product literature and will meet or exceed the performance specifications outlined in ANSI A137.1 Section 7.0.
• Defective product will be replaced provided notice is given and acknowledged prior to installation, per our Terms and Conditions. Support Team to manage resolution; available via phone and E-mail.

Maker’s Guarantee Plus
For a 10% service premium, purchase extra protection for peace of mind (only available for residential orders currently).

• Guaranteed expedited lead time for any add-on order.
• Replacement product for any issue related to an installation error (shipping not included).
• Reimbursement (up to value of order) for expenses related to installation error using our tile.

Returns
Because every product is custom made, we cannot allow standard returns. However, if you are unhappy with your selection and it has not yet been installed, we can offer you up to 50% off a different item. Our philosophy is simple—if you are not happy with the product, we will work with you until you are.

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PAYMENT METHODS

Payment
We accept all forms of payment including check, eCheck, or credit card (Visa, Mastercard, American Express, or Discover).

• We are a small business and prefer check or eCheck on all orders. We created Give, You Get to reward clients who pay by eCheck; earning you a 0.5% refund.

• For credit card payments, a convenience fee will be applied to your order.

• If a volume discount has been applied to your order, we will only accept payment via check or eCheck. If you want to pay with a credit card, a convenience charge will be applied.

• If other terms are required please contact your salesperson directly.

• Please contact us if you wish to pay by wire.

SHIPPING

• Shipping will happen by either package service (UPS) or via LTL freight carrier.
• Shipping estimates will be quoted at the time of order and may be modified if the actual shipping cost varies upon the final shipment.

• Upon ordering, we will need a ship to address and onsite contact information (name and phone number). We cannot process your order until this information has been provided. Please note Fireclay Tile is not responsible for any delivery fees incurred during the shipping process or additional accessorial charges (liftgate, difficult to reach or restricted areas) not discussed at the time of order.

• Convenient local delivery provided by Fireclay Tile for customers in the South Bay, East Bay, San Francisco, and Marin County.
• Shipping charges are based on the following:
  - Weight of material
  - Destination zip code
  - Address type: Residential or Commercial

  Liftgate: Shipping is quoted as curbside on truck unless a liftgate is requested. Additional charges may apply.
  - Difficult to reach or restricted areas
  - All commercial orders that require a pallet will be charged a fee of $12/pallet

Redelivery
If there is a redelivery request, you will be charged the corresponding amount charged to us by the freight carrier. Similarly, residential deliveries that were previously listed as a business address will be charged a Residential Redress Fee depending on what we are billed. To avoid these fees, please make sure your shipping information is accurate and up-to-date before placing your order.

International Shipping
We will provide shipping quote for international orders.

• Customs, duties, and taxes will be paid by customer. We can provide a freight quote for Alaska, Hawaii, International, and Commercial orders.

• We will inquire about the shipping company’s extra charges for expedited shipment and will charge you the difference.

• We will provide shipping quote for international orders.

• Customs, duties, and taxes will be paid by customer. We can provide a freight quote for Alaska, Hawaii, International, and Commercial orders.

Expedited Shipping
We will inquire about the shipping company’s extra charges for expedited shipment and will charge you the difference.

• We will provide shipping quote for international orders.

• Customs, duties, and taxes will be paid by customer. We can provide a freight quote for Alaska, Hawaii, International, and Commercial orders.

Split/Consolidated Shipments
Because we process many shipments a month and each order is made to order, we are unable to split or consolidate shipments.

Storage Fees
We provide complimentary storage for your order for 2 weeks.

• When the situation arises that you require more time, we can arrange a storage option starting at $25/pallet per day which must be paid in full prior to shipping.

800.773.2226 | FIRECLAYTILE.COM