

## FREQUENTLY ASKED QUESTIONS...

**The base colour of our plain tiles is an off white/ ivory shade.**

1. Will my hand painted tiles be durable; can I clean them and treat them like any other tile?

**Answer:** Yes, the hand painted tiles we produce are perfectly durable and can be cleaned and treated as any other tiles. As like any other ceramics, pattern and vibrancy will last indefinitely.

2. Can I chip off the paint or is it underneath the glaze?

**Answer:** No, we mainly use underglaze paint, which means that the paint is underneath the glaze. We paint on bisque ceramic tiles, then the tiles are fired to stick the paint to the tiles. After the tiles have cooled, we hand dip each tile in our transparent glaze, then cook them for the second time in our kiln. The finished product is a highly durable tile which will last.

3. What happens if my tiles break in delivery?

**Answer:** We would replace the broken tiles free of charge as quickly as possible for you.

4. What happens if the tiles get broken while installing them?

**Answer:** We would replace the broken tiles with a cost charged for each tile we replace.

5. Are my tiles packed well for delivery?

**Answer:** Yes, they are wrapped in plenty of bubble wrap and polystyrene, you may get frustrated unpacking them!

6. How long from the point of ordering will I be waiting for my tiles?

**Answer:** On your Order Confirmation we give you an estimated date, it is normally anything from two weeks to six weeks depending on the demands on the business. However, if you need your tiles for a specific date, we will always do our very best to accommodate you. If the tile commission is a particularly large order/project, then this can be longer than 6 weeks.

7. I have a budget to spend on my tiles; can we work within my budget?

**Answer:** Yes, we are happy to design tiles that will work within set budgets; hand painted tiles don't necessarily mean a great expense.

8. After my main panel is installed behind my cooker, I will need plain tiles for the rest of my kitchen. Do you offer a discount on large orders of plain?

**Answer:** Yes, we can offer a discount on large orders of plain, but it is cheaper to buy from a shop selling matching plain. Please ask as we have a contact whose plain tiles are a close match to our own.

9. Do your prices compare with off the shelf decorative tiles?

**Answer:** Yes, each decorative tile ranges in price from around £ 9.00 to £14.00 for simple work, £ 15.00 to £ 40.00 for intricate work such as fine art, large chinoiserie panels and intricate patterns, which in some cases makes our prices comparable. Bespoke work is priced on design detail and production time, prices start from £12.00 per tile. Many customers comment on our quality of work and how pleasing our prices are compared to other hand painted tile companies.

10. How do I pay for my tiles?

**Answer:** On ordering we ask for a non-refundable 50% deposit, which only on receipt of the deposit work can begin. The outstanding amount will be paid on the completion of your order.

11. I would like a 'Work of Art' painted on tiles for behind my AGA, is this possible?

**Answer:** Yes, anything is possible our highly skilled artist has painted many beautiful commissions. If you send us your measurements, we can proceed with a rough sketch illustrating how the painting will work within your space and a cost for the commission.

12. I would like my tiles to include colour and patterns from my wallpaper, I also would like to pick up the flowers from the fabric in my roman blinds, is this possible?

**Answer:** Yes, if you send me a clear photo of the fabric and the wallpaper, I will send you a sketch and sample tile so you can see how the designs will work on tiles.

13. What should I be aware of when I am measuring up the space for my tiles?

**Answer:** Always try and work in centimetres and millimetres as measurements tend to be more accurate. Be aware of anything that could obstruct such as a flue pipe or an up stand or even a switch socket. Take down all these measurements and be sure of where such obstacles fall. Double check your measurements and get a second opinion.

14. What if the information on my order confirmation sheet is incorrect?

**Answer:** Let us know and we will send a corrected copy to you. Always make sure you have checked your order confirmation sheet to ensure that we both have the correct information. Only when you are completely satisfied with measurements and design do you send the 50% deposit.

15. I have a flue pipe and it will be in the way of the design I have in mind, what can be done about this?

**Answer:** I will create the design to accommodate the flue pipe so nothing of importance will fall behind the flue pipe.