

NEW TERRACOTTA
— PORTUGUESE HANDMADE —

GLAZED TILES SPEC GUIDE

Technical & Commercial Support

4th Edition 2020

Made from natural clays, New Terracotta hand moulded and glazed tiles, in accordance with EN 14411, manufactured using a double-firing process, are known for its variation in size, shape, colour and texture. Our tiles are characterised by countless hues, unique nuances and particular shading details. No two pieces are exactly alike in both design and dimension and, quite often, not perfectly flat. The irregular edges, the corrugated surface and the small imperfections are the character which makes each piece unique.

90 Formats | 142 Colours | 10 Glaze Finishes

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This document is intended to provide a user-friendly and informative guide for the best practice selection, preservative treatment, design and installation of New Terracotta tiles to ensure product fit for purpose and performance over a range of applications, hazard exposures and design lives. The target users would primarily be architects, designers, builders, engineers, specifiers and other users of New Terracotta tiles.



We are NEW TERRACOTTA

We are makers of handmade tiles in a human-scale factory, neither too big nor too small.

The Essence

New Terracotta is a profoundly Portuguese handmade ceramic project. The premise is simple: to merge the ancient techniques with contemporary aesthetics, offering a new dimension of the tile.



Our Values

At New Terracotta we stand for impeccable craftsmanship and timeless design.



Be Simple.

We curate Naturalism. We value the simplicity in our tiles, sometimes we even reach out for imperfection.



Honour Origins.

We curate History. We are all about preserving artisanal legacy, as we are heirs of a rich past based on ceramic tradition.



Make Extraordinary.

We curate Quality. We pride ourselves on our attention to detail and going the extra mile to ensure that our tiles are truly unique.

We strongly believe that people prefer handmade products.



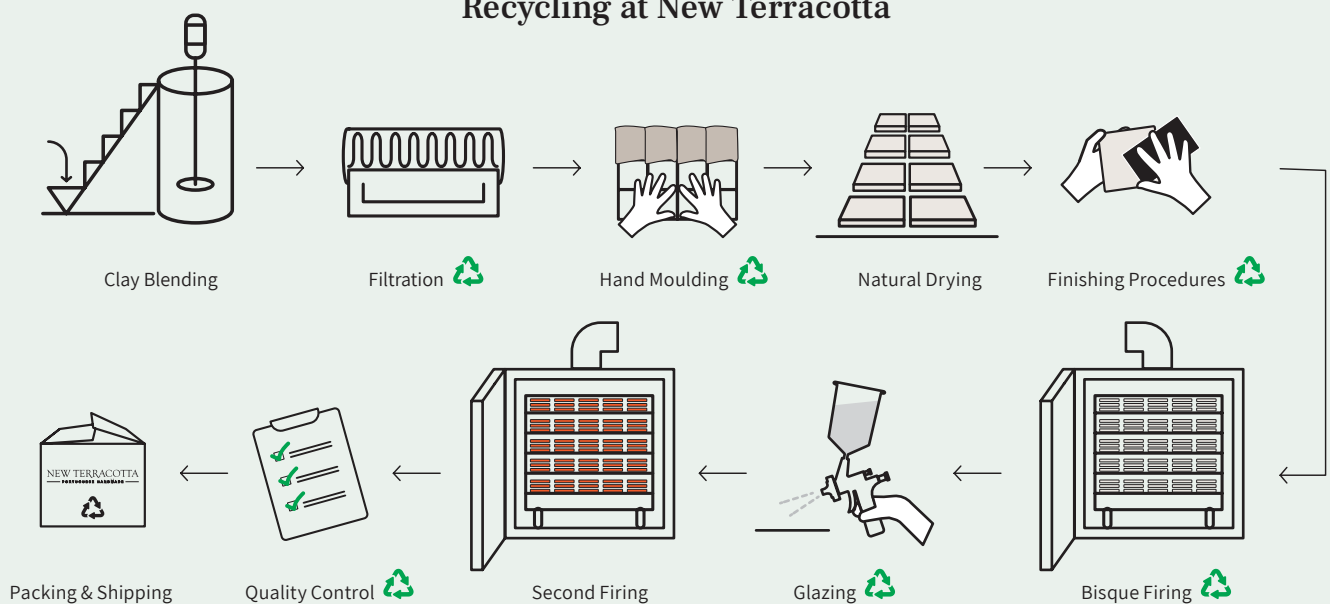
Only the highest quality raw materials, product formulations and packaging materials are used, ensuring the finished product meets our exacting standards.


Making great sustainable products

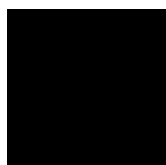
We produce clay materials that are eco-friendly. We work hard to reduce our impact on the environment. We reclaim our own liquid waste glaze and our scrap clay and put it back into our clay body. Heat captured from our kilns is used to dry our tiles prior to firing.

We will continue to make products that can last a lifetime. It makes sense for the client and it makes sense for the environment.

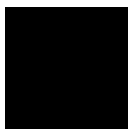
Recycling at New Terracotta



 100% glaze line water + heat + bisque + tiles + cardboxes + post-production waste



SQUARE
14 x 14 x 1



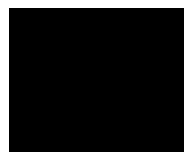
SQUARE
11 x 11 x 1



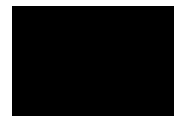
SQUARE
10 x 10 x 1



SQUARE
7 x 7 x 1



RECTANGLE
16 x 13 x 1,2



RECTANGLE
15 x 10 x 1



RECTANGLE
11 x 8 x 1



HALF SQUARE
14 x 7 x 1



HALF SQUARE
11 x 5,5 x 1



HALF SQUARE
10 x 5 x 1



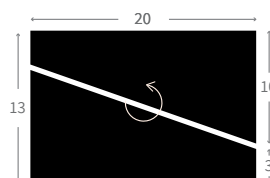
SQUARE
5 x 5 x 1



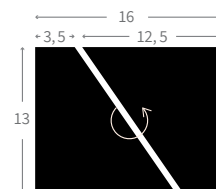
LONG
30 x 10 x 1,2



LONG
20 x 8 x 1,2



DUAL
20 x 13 x 1,2



DUAL
16 x 13 x 1,2



LONG
30 x 7 x 1,2



LONG
20 x 4 x 1,2



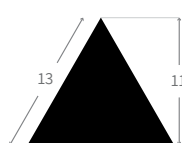
LONG
22 x 5 x 1,2



TRIA 90° M
24 x 12 x 1,2



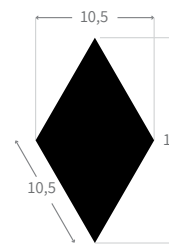
TRIA 90° S
12 x 12 x 1



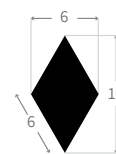
TRIA M
side 13 x 1



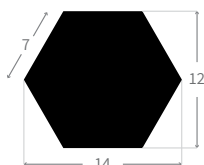
TRIA S
side 10 x 1



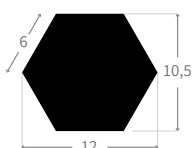
LOSA M
side 10,5 x 1



LOSA S
side 6 x 1



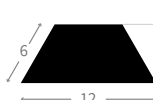
HEXA M
side 7 x 1



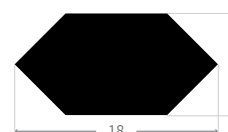
HEXA S
side 6 x 1



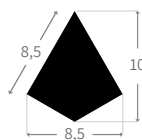
HALF HEXA M
base 14 x 1



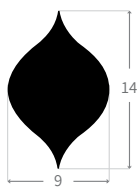
HALF HEXA S
base 12 x 1



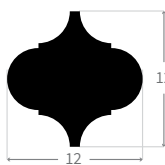
TRAP
18 x 9 x 1



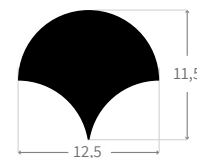
KITE
8,5 x 10 x 1



T-DROP
9 x 14 x 1



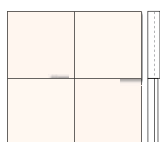
ARAB
12 x 12 x 1



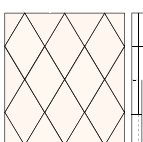
FISH SCALE
12,5 x 11,5 x 1

IN N' OUT

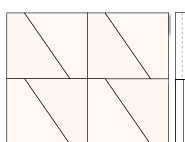
Mixing thicknesses 1 cm | 1,5 cm | 1,8 cm – available in all field tiles.



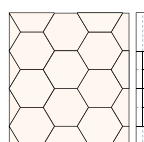
SQUARE
1 | 1,5 | 1,8



LOSA
1 | 1,5 | 1,8



DUAL
1,2 | 1,8



HEXA
1 | 1,5

NOTES

14 x 14, 11 x 11, 10 x 10 also available in 90° cut edge.

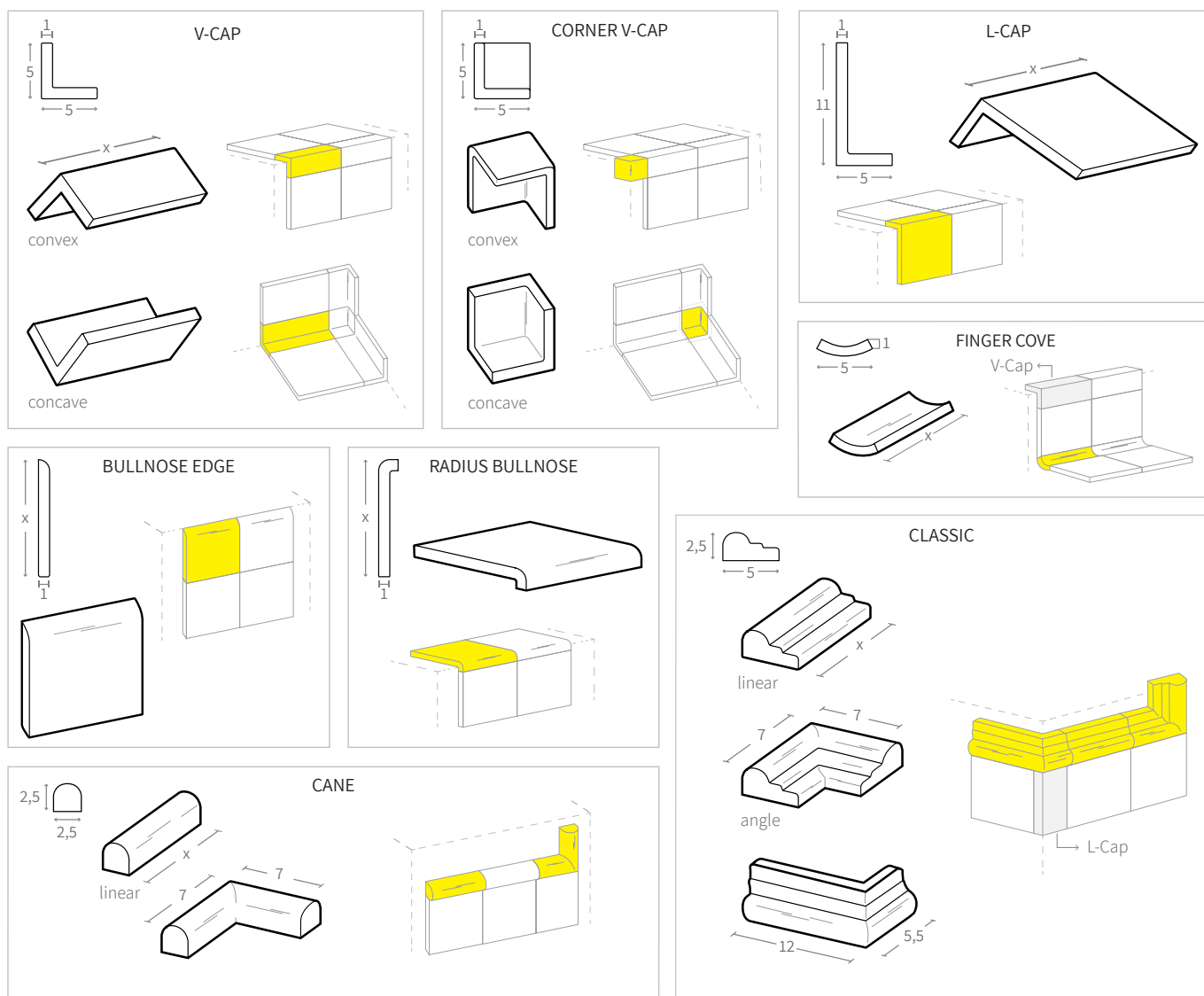
Glazed edges available by request.

All field tiles available in bisque.

Drawings not to scale.

Measurements denoted L x H x W in cm.

Tiles are handmade, size and shape variation can be expected.



NOTES

Available for all field tiles.

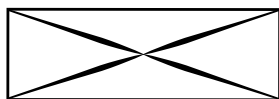
Bespoke corner tiles available by request.

Glazed edges available by request.

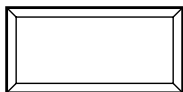
Drawings not to scale.

Measurements denoted L x H x W in cm.

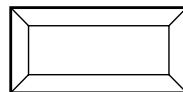
Tiles are handmade, size and shape variation can be expected.



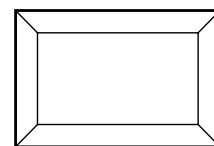
RETRO
24 x 8



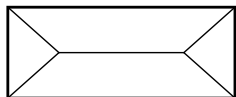
SUBWAY 1
15,5 x 7,5



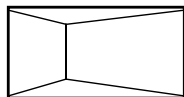
SUBWAY 2
15,5 x 7,5



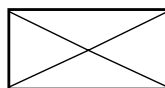
SUBWAY 3
18 x 12



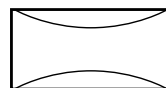
BLOCK
20 x 8



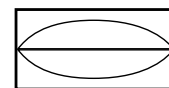
SKATER
15,5 x 8



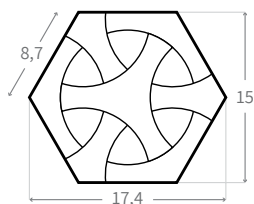
ENVELOPE
14 x 7



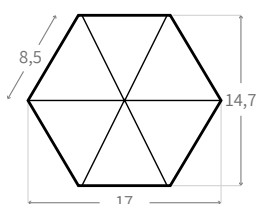
BUMP
14 x 7



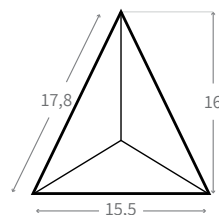
KISS
14 x 7



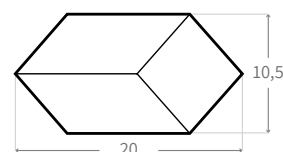
GLADIATOR
side 8,7



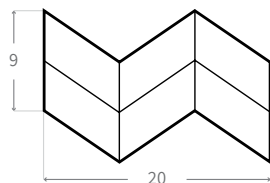
STAR
side 8,5



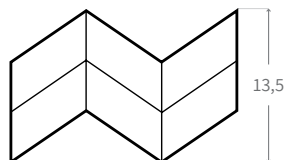
PYRAMIDE
15,5 x 16



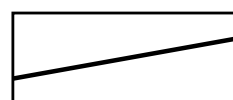
CONSTELLATION
20 x 10,5



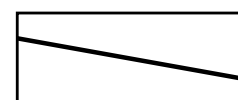
ZIG ZAG A
20 x 13,5



ZIG ZAG B
20 x 13,5



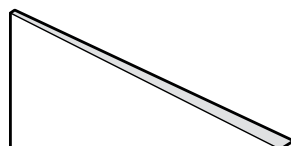
NAZCA A
20 x 8



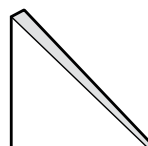
NAZCA B
20 x 8



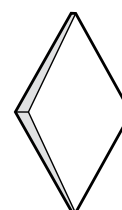
3D RECTANGLE
15 x 10



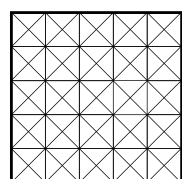
3D TRIANGLE 24
24 x 12



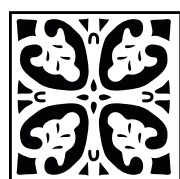
3D TRIANGLE 12
12 x 12



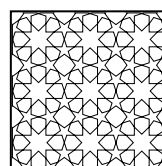
3D DIAMOND
10,5 x 18



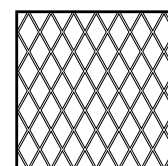
CUBIST
15 x 15



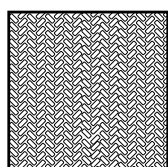
DÉCO
15 x 15



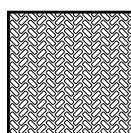
MARRAKESH
14 x 14



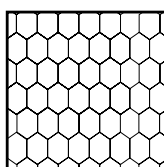
CAPITONNÉ
14 x 14



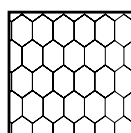
RAFIA
14 x 14



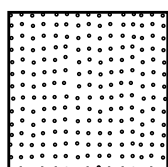
RAFIA
11 x 11



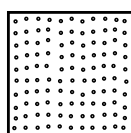
CAPOEIRA
14 x 14



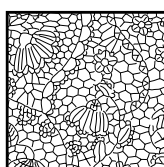
CAPOEIRA
11 x 11



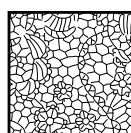
DOTS
14 x 14



DOTS
11 x 11



CROCHET
14 x 14



CROCHET
11 x 11

NOTES

Glazed edges available by request.

Drawings not to scale.

Measurements denoted L x H x W in cm.

Tiles are handmade, size and shape variation can be expected.



ARRAIOLOS
14 x 14



CALIFA
14 x 14



PARRA
14 x 14



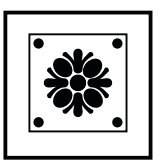
BORDALLO
14 x 14



PINHEIRO
14 x 14



PENA
14 x 14



BOTÃO
13 x 13



FLORÃO
14,5 x 14,5



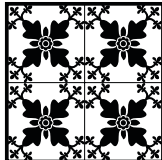
FLORÃO
11 x 11



RÉGUA
14 x 14



RÉGUA
11 x 11

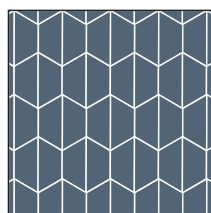


RENDA
14 x 14

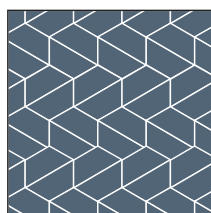


RENDA
7 x 7

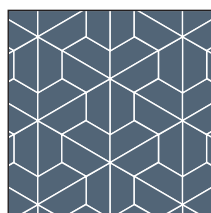
NOTES
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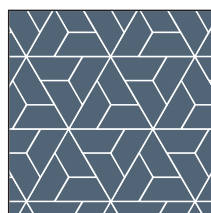
MONO 1
Half Hexa



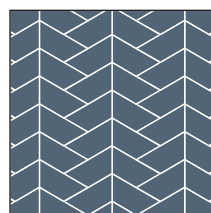
MONO 2
Half Hexa



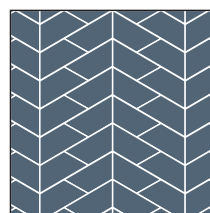
MONO 3
Half Hexa



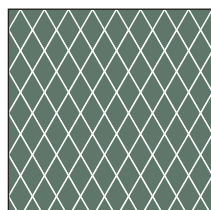
MONO 4
Half Hexa



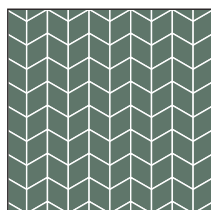
MONO 5
Half Hexa



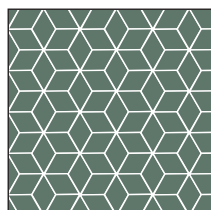
MONO 6
Half Hexa



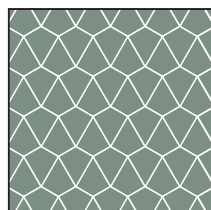
MONO 7
Losa



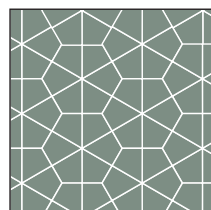
MONO 8
Losa



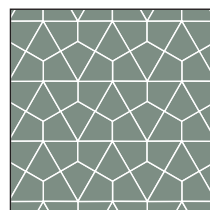
MONO 9
Losa



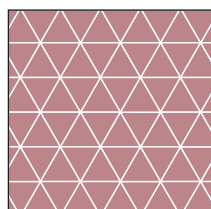
MONO 10
Kite



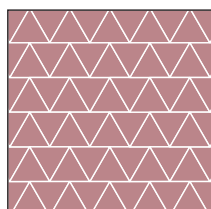
MONO 11
Kite



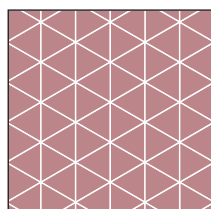
MONO 12
Kite



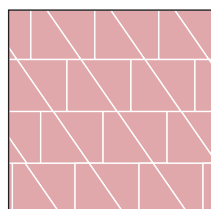
MONO 13
Tria



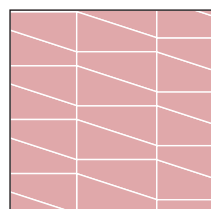
MONO 14
Tria



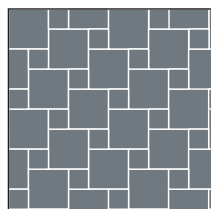
MONO 15
Tria



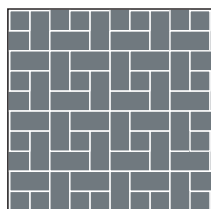
MONO 16
Dual 16



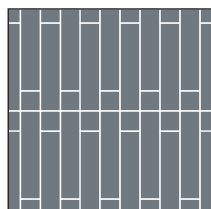
MONO 17
Dual 20



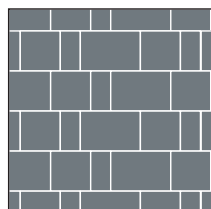
COMBO 1
Square



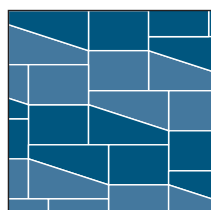
COMBO 2
Square & Half Square



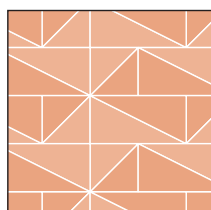
COMBO 3
Long & Square



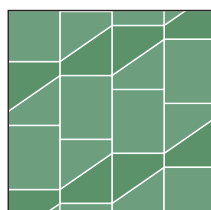
COMBO 4
Square & Rectangle
& Half Square



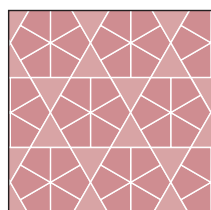
COMBO 5
Dual 20 &
Rectangle 10 x 15



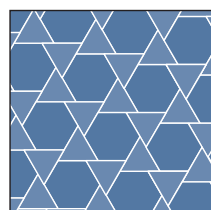
COMBO 6
Tria 90° M & Tria 90° S



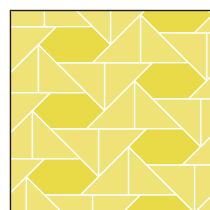
COMBO 7
Dual 16 &
Rectangle 16 x 13



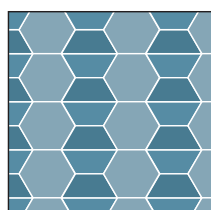
COMBO 8
Kite & Tria S



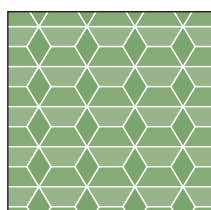
COMBO 9
Hexa M & Tria S



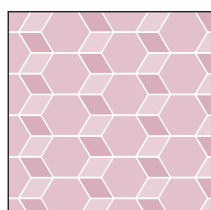
COMBO 10
Trap & Tria 90° S



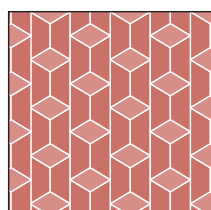
COMBO 11
Hexa & Half Hexa



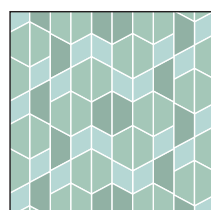
COMBO 12
Half Hexa S & Losa S



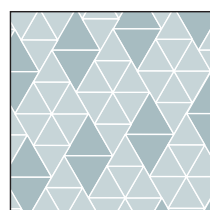
COMBO 13
Hexa S & Losa S



COMBO 14
Half Hexa S & Losa S



COMBO 15
Half Hexa S & Losa S



COMBO 16
Tria M & Tria S

FIELD TILES			
in cm	number of tiles per sqm	in cm	number of tiles per sqm
Square 14 x 14 x 1 11 x 11 x 1 10 x 10 x 1 7 x 7 x 1 5 x 5 x 1	48 78 92 192 376	Tria M side 13 x 1 S side 10 x 1	136 230
Half Square 14 x 7 x 1 11 x 5,5 x 1 10 x 5 x 1	98 160 188	Losa M side 10,5 x 1 S side 6 x 1	104 320
Rectangle 16 x 13 x 1,2 15 x 10 x 1 11 x 8 x 1	47 64 110	Hexa M side 7 x 1 S side 6 x 1	78 107
Long 30 x 10 x 1,2 30 x 7 x 1,2 22 x 5 x 1,2 20 x 8 x 1,2 20 x 4 x 1,2	33 47 86 60 118	Half Hexa M base 14 x 1 S base 12 x 1	156 214
Dual 20 x 13 x 1,2 16 x 13 x 1,2	74 94	Trap 18 x 9 x 1	86
Tria 90° M 24 x 12 x 1,2 S 12 x 12 x 1	70 138	Kite 8,5 x 10 x 1	230
		T-Drop 9 x 14 x 1	148
		Arab 12 x 12 x 1	136
		Fish Scale 12,5 x 11,5 x 1	134

TRIMS			
in cm	number of tiles per linear m	in cm	number of tiles per linear m
V-Cap 14 x 5 x 1 11 x 5 x 1 10 x 5 x 1	7 9 10	Finger Cove 14 x 5 x 1 11 x 5 x 1 10 x 5 x 1	7 9 10
Corner V-Cap 5 x 5 x 1	—	Cane linear 14 x 2,5 11 x 2,5 10 x 2,5 angle side 7 x 2,5	7 9 10 —
L-Cap 14 x 14 x 1 11 x 11 x 1	7 9	Classic linear 14 x 5 11 x 5 10 x 5 angle side 7 x 5 corner 12 x 5,5 x 5	7 9 10 — —
Bullnose Edge 14 x 14 x 1 11 x 11 x 1 10 x 10 x 1	7 9 10		
Radius Bullnose 14 x 14 x 1 11 x 11 x 1 10 x 10 x 1	7 9 10		

NEW MODERN			
in cm	number of tiles per sqm	in cm	number of tiles per sqm
Subway 1. 15,5 x 7,5 2. 15,5 x 7,5 3. 18 x 12	86 86 46	3D Rectangle 15 x 10	66
Retro 24 x 8	52	3D Triangle 24. 24 x 12 12. 12 x 12	70 138
Block 20 x 8	62	3D Diamond 10,5 x 18	104
Envelope 14 x 7	102	Cubist 15 x 15	45
Bump 14 x 7	102	Déco 15 x 15	45
Kiss 14 x 7	102	Marrakesh 14 x 14	51
Skater 15,5 x 8	81	Capitoné 14 x 14	51
Constellation 20 x 10,5	62	Rafia 14 x 14 11 x 11	51 82
Pyramide 15,5 x 16	86	Capoeira 14 x 14 11 x 11	51 82
Star side 8,5	53	Dots 14 x 14 11 x 11	51 82
Gladiator side 8,7	51	Crochet 14 x 14 11 x 11	51 82
Zig Zag A 20 x 13,5 B 20 x 13,5	52 52		
Nazca A 20 x 8 B 20 x 8	62 62		

PORTUGUESE HERITAGE			
in cm	number of tiles per sqm	in cm	number of tiles per sqm
Arraiolos 14 x 14	51	Botão 13 x 13	59
Califa 14 x 14	51	Florão 14,5 x 14,5 11 x 11	48 82
Parra 14 x 14	51	Régua 14 x 14 11 x 11	51 82
Bordallo 14 x 14	51	Renda 14 x 14 7 x 7	51 204
Pinheiro 14 x 14	51		
Pena 14 x 14	51		

COMBOS			
in cm	number of tiles per sqm	in cm	number of tiles per sqm
Combo 1 - A Square 14 x 14 Square 7 x 7	44 41	Combo 7 Dual 16 x 13 Rectangle 16 x 13	27 27
Combo 1 - B Square 10 x 10 Square 5 x 5	72 70	Combo 8 Kite 8,5 x 10 Tria S - side 10	180 63
Combo 2 - A Square 7 x 7 Half Square 14 x 7	25 95	Combo 9 Hexa M - side 7 Tria S - side 10	48 95
Combo 2 - B Square 5 x 5 Half Square 10 x 5	49 176	Combo 10 Trap 18 x 9 Tria 90° S - 12 x 12	28 102
Combo 3 - A Long 22 x 5 Square 5 x 5	80 70	Combo 11 - A Hexa M - side 7 Half Hexa M - base 14	43 85
Combo 3 - B Long 30 x 10 Square 10 x 10	25 25	Combo 11 - B Hexa S - side 6 Half Hexa S - base 12	60 103
Combo 3 - C Long 30 x 7 Square 7 x 7	44 37	Combo 12 Half Hexa S - base 14 Losa S - side 6	161 85
Combo 4 - A Square 10 x 10 Rectangle 15 x 10 Half Square 10 x 5	33 38 30	Combo 13 Hexa S - side 6 Losa S - side 6	67 136
		Combo 14 Half Hexa S - base 14 Losa S - side 6	161 85
		Combo 15 Half Hexa S - base 14 Losa S - side 6	177 78
Combo 5 Dual 20 x 13 Rectangle 10 x 15	21 35	Combo 16 Tria M - side 13 Tria S - side 10	44 172
Combo 6 Tria 90° M - 24 x 12 Tria 90° S - 12 x 12	52 47		

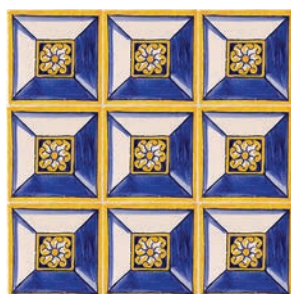
Check the quantities.

Ordering proper quantities is essential as we cannot guarantee an exact match between batches.

We recommend ordering 10% extra tiles. There is a 3 sqm minimum order.

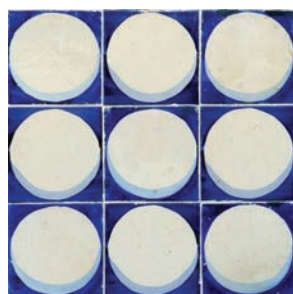
The number of tiles supplied per square meter is approximate and depends upon the suggested grout joint (our standing grouting space is 1 to 4 mm).





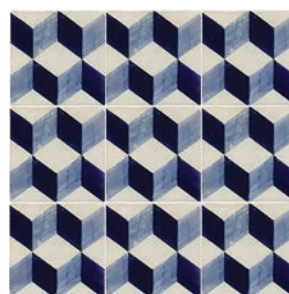
ÓBIDOS

14 x 14



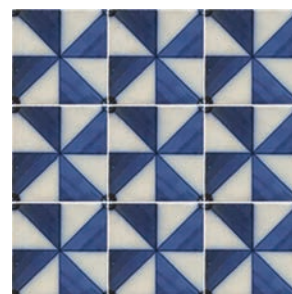
COIMBRA

14 x 14



PORTO

14 x 14



LISBOA

14 x 14



ÉVORA

14 x 14



MONSARAZ

14 x 14



BELMONTE

14 x 14



LAMEGO

14 x 14



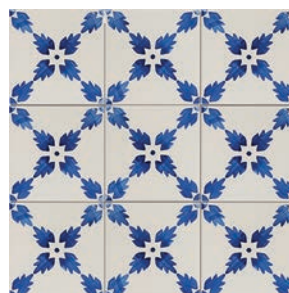
COLARES

14 x 14



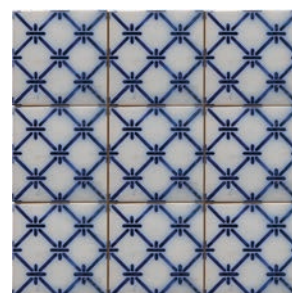
SINTRA

14 x 14 | 11 x 11



FAIAL

14 x 14



PICO

14 x 14



ALCÁÇER

14 x 14



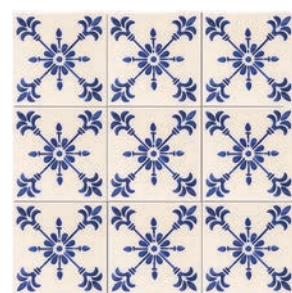
CRATO

14 x 14



ESPINHO

14 x 14



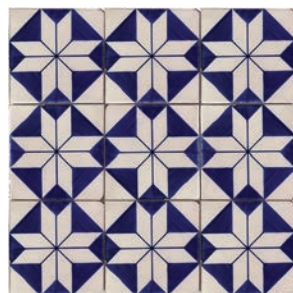
TOMAR

14 x 14



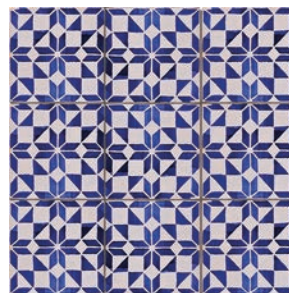
TAVIRA

14 x 14



SAGRES

14 x 14



LAGOS

14 x 14



MELIDES

14 x 14

NOTES

Drawings not to scale.

Measurements denoted L x H x W in cm.

Tiles are handmade, size and shape variation can be expected.



GOA 14 x 14



DIU 14 x 14



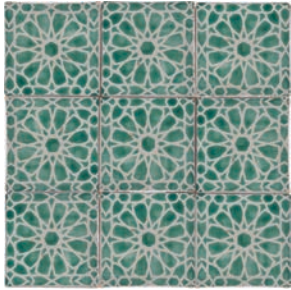
COCHIM 14 x 14



MALACA 14 x 14



TANGER 11 x 11



MOGADOR 11 x 11



AGADIR 14 x 14 | 11 x 11



CEUTA 14 x 14



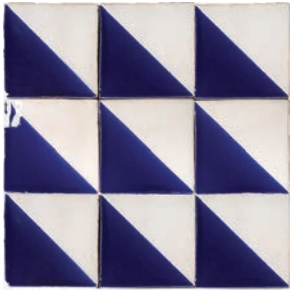
BAHIA V 14 x 14



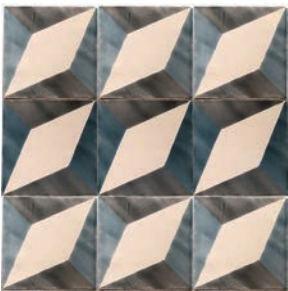
BAHIA R 14 x 14



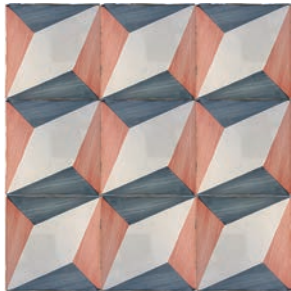
BAHIA A 14 x 14



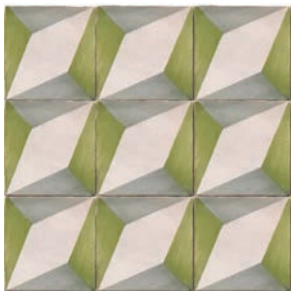
RIO 14 x 14 | 11 x 11



MINAS A 14 x 14



MINAS R 14 x 14



MINAS V 14 x 14

NOTES
Drawings not to scale.
Measurements denoted L x H x W in cm.
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BORDERS



BORDER 1 14 x 14



BORDER 2 14 x 14



BORDER 3 14 x 14



BORDER 4 14 x 14

PATCHWORKS



PATCHWORK 1 14 x 14



PATCHWORK 2 14 x 14



PATCHWORK 3 14 x 14



PATCHWORK 4 14 x 14

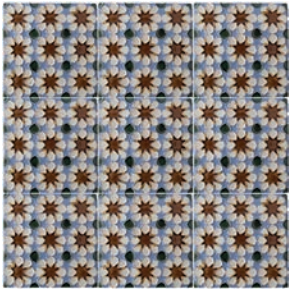


PATCHWORK 5 14 x 14

RELIEFS



CALIFA HP 14 x 14



MARRAKESH HP 14 x 14



ANDALUCIA 14 x 14



PARIS 14 x 14

NOTES
Drawings not to scale.
Measurements denoted L x H x W in cm.
Tiles are handmade, size and shape variation can be expected.

Our in-house team of designers, ceramic experts and experienced craftsmen allow us to collaborate with leading architects and designers on their spectacular projects.

ARTISTIC TECHNIQUES

FREE HAND PAINTING

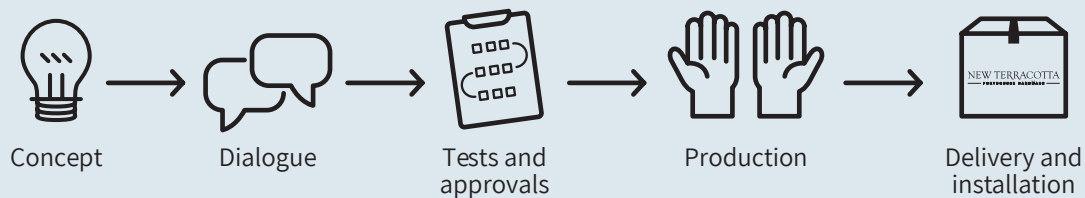
HAND SCREEN PRINTING

STENCIL ART

DECAL TRANSFER

LISTENING AND LEARNING

We begin by listening to our clients' creative vision, taking the time to understand their fundamental needs and desires, yet seeking to push the boundaries of their imagination with our knowledge of what is possible.



BESPOKE HAND PAINTED TILES

Our comprehensive bespoke design consultation service is all about personalization.

■ CUSTOM AND BESPOKE DESIGNS

New Terracotta offers a comprehensive mural design service from conception to installation. Whether it is customising one of our existing designs, or working with us on a completely bespoke creation, our experts will guide you through this exciting process.

■ HISTORIC RESTORATION

New Terracotta has considerable expertise and experience with tiles in listed buildings. We have delivered bespoke tiles to palaces, monuments, churches and private homes for projects involving very specific requests and requirements concerning quality, appearance and dimensions.

■ BESPOKE HAND PAINTED MURALS

Designs are created on paper either by hand or by computer and transferred onto tile through the artistic application by our highly skilled tile decorators. Using a variety of brush techniques, the glazes are applied which when fired create stunning individual pieces of ceramic art with tremendous depth of colour and character.



New Terracotta has its core strength in the wide knowledge of colours. We are always ahead of different colour expressions.

A colour reaches its maximum when the pigment has been developed to the highest emotional resonance for that colour. There is so much more to our work than fine raw materials and high pigment loads. At New Terracotta, we are forging together the right balance of pigment, glaze, history, science and emotion.

The collection features **142** subtle, luminous, semi-transparent, deep, metallic colours. Each of them has a historical and artistic background.

BASIC COLOURS

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
B001	Yellow Yolk	<i>glossy translucent</i>	<i>low</i>		✓	✓
B002	Eggshell White	<i>glossy translucent</i>	<i>low</i>		✓	✓
B007	Delicate Peach	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B010	Flamingo Baby	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B011	Flamingo Pink	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B012	Jet Set Black	<i>glossy solid</i>	<i>low</i>	yes	✓	✓
B014	Chicago Cobalt Blue	<i>glossy solid</i>	<i>low</i>	yes	✓	✓
B017	Midnight Indigo	<i>satin to glossy solid</i>	<i>low</i>		✓	✓
B020	Vanilla Cream	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B022	Mint Macaron	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B023	Lavender Violet Blue	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B025	Oyster Mushroom White	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B028	Charcoal Grey	<i>glossy solid</i>	<i>moderate</i>		✓	✓
B029	Elephant Grey	<i>glossy translucent</i>	<i>low</i>		✓	✓
B037	Soft Lilac	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B038	Neon Green	<i>glossy translucent</i>	<i>low</i>		✓	✓
B039	Shallow Waters	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B040	Forest Green	<i>glossy translucent</i>	<i>moderate</i>	yes	✓	✓
B042	Ice Grey White	<i>glossy solid</i>	<i>low</i>		✓	✓
B043	French Grey	<i>glossy solid</i>	<i>low</i>		✓	✓
B044	Divine Grey	<i>glossy solid</i>	<i>low</i>		✓	✓
B046	Green Mojito	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B049	Pikachu Yellow	<i>glossy solid</i>	<i>low</i>		✓	✓
B051	Blue Dolphin	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B053	Saffron Yellow	<i>glossy translucent</i>	<i>high</i>		✓	✓
B054	Crepe Caramel	<i>glossy translucent</i>	<i>high</i>	yes	✓	✓
B055	Blue Sky	<i>glossy translucent</i>	<i>low</i>		✓	✓
B057	Brown Beer Bottle	<i>glossy translucent</i>	<i>moderate</i>	yes	✓	✓
B059	Sand Bisque	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B061	Transparent Violet	<i>glossy translucent craquelé</i>	<i>high</i>			
B065	Misty Blue	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B067	Spearmint Spa	<i>glossy translucent craquelé</i>	<i>high</i>			
B068	Crystal Blue Waters	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B069	Electric Blue	<i>glossy solid</i>	<i>low</i>		✓	✓
B071	Paradise Turquoise	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B074	Emerald Lake	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B075	Ultramarine Sea	<i>glossy translucent craquelé</i>	<i>high</i>			
B083	Ocean Surf	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B088	Tempest Blue	<i>glossy translucent</i>	<i>moderate</i>	yes	✓	✓
B089	Tempest Green	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B090	Penguin White	<i>satin to glossy solid</i>	<i>low</i>		✓	✓
B091	Minimal White	<i>glossy solid</i>	<i>low</i>		✓	✓
B092	Lemon Tart	<i>glossy translucent</i>	<i>moderate</i>		✓	✓

BASIC COLOURS

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
B096	Desert Bisque	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
B097	Water Bisque	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B101	Innocent Pink	<i>glossy solid</i>	<i>low</i>		✓	✓
B103	Pink Ballet	<i>glossy solid</i>	<i>moderate</i>		✓	✓
B110	Antique Rose Velvet	<i>glossy translucent</i>	<i>low</i>		✓	✓
B113	Frozen Margarita	<i>glossy translucent craquelé</i>	<i>low</i>			
B150	Fresh Salmon	<i>glossy translucent</i>	<i>low</i>		✓	✓
B151	Blue Fronteira	<i>satin to glossy solid</i>	<i>low</i>		✓	✓
B152	Blue Provence	<i>satin to glossy solid</i>	<i>low</i>		✓	✓
B190	Transparent White	<i>glossy translucent craquelé</i>	<i>low</i>			
B202	Giraffe Print	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B204	Giraffe Yellow	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B206	Giraffe Blue	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B208	Giraffe Pink	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B210	Giraffe Green	<i>glossy translucent craquelé</i>	<i>moderate</i>			
B301	Burnt Siena	<i>glossy solid</i>	<i>low</i>		✓	✓
B600	Green Guru	<i>glossy solid</i>	<i>low</i>		✓	✓
B608	Green Delight	<i>glossy solid</i>	<i>low</i>		✓	✓
B618	Amazon Green	<i>glossy solid</i>	<i>low</i>		✓	✓
B625	Olive Green	<i>glossy solid</i>	<i>low</i>		✓	✓
B628	Khaki Green	<i>glossy solid</i>	<i>low</i>		✓	✓
B700	British Racing Green	<i>glossy translucent</i>	<i>moderate</i>	yes	✓	✓
B705	So Sweet Teal	<i>glossy solid</i>	<i>low</i>		✓	✓

MATT COLOURS

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
M800	Belgian Chocolate Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M810	Italian Coffee Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M815	Paper Black Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M820	Graphite Grey Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M825	Smoke Grey Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M830	Cotton White Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M835	Industrial Grey Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M845	Vintage Red Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M850	Glaciar White Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M855	Elegant Greige Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M860	Safari Green Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M865	Black Evergreen Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M875	Adorable Pink Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M880	True Rose Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M885	Perfect Nude Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M890	White Sand Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M900	So Chic Teal Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M910	Historical Blue Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M915	Royal Blue Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M920	Forever Blue Matt	<i>satin matt</i>	<i>low</i>		✓	✓
M925	Summer Blue Matt	<i>satin matt</i>	<i>low</i>		✓	✓

OXIDE EXPLOSIONS

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
X010	Deep Blue Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X011	Ocean Blue Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X020	Mystery Teal Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X021	Aqua Mist Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X022	Petroleum Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X023	Galaxy Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X031	Soft Emerald Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X032	Wisteria Blossom Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X033	Coralline Explosion	<i>glossy translucent</i>	<i>high</i>		✓	✓
X042	Jungle Green Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X044	Metallic Green Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X050	Vibrant Bamboo Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X060	Don Pesto Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X061	El Guacamole Explosion	<i>glossy translucent</i>	<i>high</i>	<i>yes</i>	✓	✓
X071	Hazelnut Explosion	<i>glossy translucent</i>	<i>moderate</i>	<i>yes</i>	✓	✓
X072	Classic Concrete Explosion	<i>glossy translucent</i>	<i>moderate</i>	<i>yes</i>		
X074	Stylish Grey Explosion	<i>glossy translucent</i>	<i>moderate</i>	<i>yes</i>		
X075	Sophisticated Grey Explosion	<i>glossy translucent</i>	<i>moderate</i>	<i>yes</i>		
X076	Wabi-Sabi Explosion	<i>glossy translucent</i>	<i>moderate</i>	<i>yes</i>	✓	✓

SPECIAL FIRING

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
S001	Red Chili Pepper	<i>glossy solid craquelé</i>	<i>moderate</i>		✓	✓
S008	Acid Yellow	<i>glossy solid craquelé</i>	<i>moderate</i>		✓	✓
S010	Orange Caviar	<i>glossy solid craquelé</i>	<i>moderate</i>		✓	✓
S018	Fresh Wasabi	<i>glossy solid craquelé</i>	<i>moderate</i>		✓	✓
S030	So Eggplant	<i>glossy translucent</i>	<i>moderate</i>		✓	✓
S032	Yaya Carrot	<i>glossy translucent</i>	<i>low</i>		✓	✓
S050	Red Tomato Delicious	<i>glossy translucent</i>	<i>low</i>		✓	✓
S304	Du Vin Rouge	<i>glossy solid</i>	<i>low</i>		✓	✓
S320	Pretty Red	<i>glossy solid</i>	<i>low</i>		✓	✓
S340	Skinny Zucchini	<i>glossy translucent craquelé</i>	<i>high</i>			
S341	Caramel Spaghetti	<i>glossy translucent craquelé</i>	<i>high</i>			
S380	Red Cobra	<i>reactive craquelé</i>	<i>moderate</i>		✓	✓
S381	Orange Cobra	<i>reactive craquelé</i>	<i>moderate</i>		✓	✓
S382	Yellow Cobra	<i>reactive craquelé</i>	<i>moderate</i>		✓	✓
S383	Funky Mint Cobra	<i>glossy translucent craquelé</i>	<i>moderate</i>			
S384	Spearmint Splash Cobra	<i>glossy translucent craquelé</i>	<i>moderate</i>			
S385	Violet Sunset Cobra	<i>glossy translucent craquelé</i>	<i>moderate</i>			
S390	Blue Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S391	Green Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S392	Lime Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S393	Atlantic Blue Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S394	Caribbean Green Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S395	Salted Caramel Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S396	Lemon Sorbet Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			
S397	Dame Blanche Gaudi	<i>glossy translucent craquelé</i>	<i>high</i>			

VINTAGE METALLICS

Ref.	Colour Name	Glaze Definition	Glaze Variation	Long Term Crazing	Pools, Lakes Fountains	Exterior Facades
V006	Lava	<i>metallic matt</i>	<i>low</i>			
V009	Black Nickel	<i>metallic glossy</i>	<i>low</i>	<i>yes</i>	✓	✓
V012	Old Gold	<i>metallic craquelé</i>	<i>moderate</i>		✓	✓
V018	Bronze Gold	<i>metallic craquelé</i>	<i>high</i>		✓	✓
V109	Black Nickel Eruption	<i>metallic glossy</i>	<i>low</i>	<i>yes</i>	✓	✓
V112	Old Gold Eruption	<i>metallic craquelé</i>	<i>moderate</i>		✓	✓
V118	Bronze Gold Eruption	<i>metallic craquelé</i>	<i>high</i>		✓	✓
V200	Perfect Pearl	<i>metallic matt</i>	<i>moderate</i>			
V210	Blush Copper	<i>metallic matt</i>	<i>moderate</i>			
V220	Olive Bronze	<i>metallic matt</i>	<i>moderate</i>			
V240	Pink Mica	<i>metallic matt</i>	<i>moderate</i>			

Glaze Definition

All our craquelé is deliberately induced, usually known as artistic craquelé.

Glaze Variation

Glaze and texture variation is rated as follows:

Low - tile can vary slightly

Moderate - tile can vary slightly to moderately

High - tile can vary significantly

Very High - tile can show a large variation

Long Term Crazing

According to Determination of Crazing Resistance test results, EN ISO 10545-11 / ASTM C 424-93.

Pools, Lakes and Fountains

According to Determination of Crazing Resistance test results, EN ISO 10545-11 / ASTM C 424-93; according to Determination of Chemical Resistance test results, EN ISO 10545-13 / ASTM C 650-04.

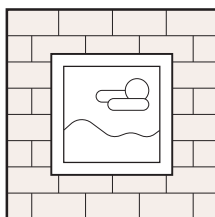
Exterior Facades

According to Determination of Frost Resistance test results, EN ISO 10545-12 (limit at - 20°C).

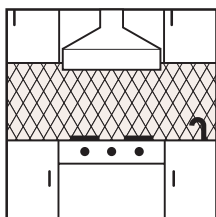
MATCHING GLAZES	Basic Colours 66	Matt Colours 21	Oxide Explosions 19	Special Firing 25	Vintage Metallics 11
Field Tiles	✓	✓	✓	✓	✓
Trims	✓	✓	–	✓	●
New Modern	✓	✓	–	✓	●
Portuguese Heritage	✓	✓	–	✓	●

● V006 Lava, V109 Black Nickel Eruption, V112 Old Gold Eruption, V118 Bronze Gold Eruption do not apply.

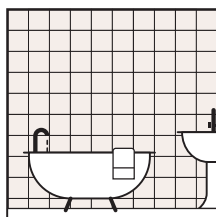
TILES SUITABILITY



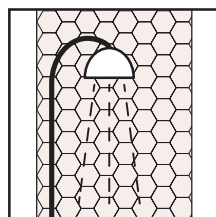
Walls



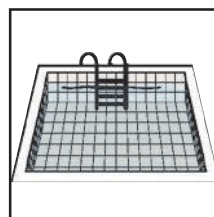
Kitchen



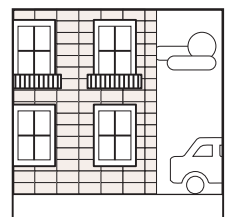
Bathroom



Shower








Swimming Pools




Facades

Please note that these are only recommendations and in some cases the tiles may be suitable for installation in additional spaces. Contact us for more information.

Technical Features	Standards	Test Results	Compliance
 Determination of water absorption	EN ISO 10545-3	14,4 %	YES
	ASTM C 373-88	15,9 %	YES
 Determination of module of rupture	EN ISO 10545-4	R = 14,8 N/mm ² S = 1066 N	YES
 Determination of frost resistance	EN ISO 10545-12	Not affected	YES
 Determination of chemical resistance Household Chemicals Swimming Pool Salts Acids Alkali	EN ISO 10545-13	Class A	YES
	ASTM C 650-04	Not affected	YES
 Determination of resistance to staining Green Chromium Iodine Olive Oil	EN ISO 10545-14	Class 5	YES
	ASTM C 1378-04	Not affected (limit at -20°C)	YES

New Terracotta Handmade Glazed Tiles, Group III.
Test report, CTCV - Centro Tecnológico da Cerâmica e do Vidro.

We have the ability to do PTV tests (Pendulum Test Values) as well as LRV tests (Light Reflectance Values).



Recycling

New Terracotta glazed tiles contain 25% to 28% recycled materials, depending on the product type.

New Terracotta Tile Collection is suitable for most interior and exterior applications, including residential and commercial floors, walls, counters, showers, bathrooms, swimming pools, spas and fountains. Because the purchase of New Terracotta Tile for your home or commercial project represents an important investment, proper installation and maintenance is critical.

TILE UNDERSTANDING

It is important to understand that the differences in colour, shape, size, texture and moisture absorption are the unique characteristics that distinguish each of these tile products.

Glazed Tile

A coloured, liquid glaze is applied to the surface of a clay body.

The tile is fired in a kiln at very high temperatures of more than 1.050 °C .

The glazing process defines the colour and surface texture and produces a hard, non-porous, impermeable tile with a very low water absorption rate.

Glazed tiles are easier to clean and any liquid on its surface will drain faster.

Size and Length Variation

Our tiles shrink during the production process.

You can expect some variation, especially on longer tiles.

Lengthwise Bowing and Surface Undulation

Clay is an elastic material, therefore it will attempt to regain its original shape as it moves through the production process. For this reason, you can expect both an acceptable amount of lengthwise bowing and a surface undulation.

Undulation can occur anywhere on the surface and could include a slightly raised corner or edge.

Colour and Glaze Variation

Shade variation is inherent in all fired ceramic products and certain tiles will show greater variation within their dye lots.

We assign all our glazes with a low, moderate, high or very high rating. See our Glaze Guide for a complete description of glaze characteristics.

Glazing on relief tiles will vary in thickness and as a result the glazing may appear darker and lighter in different areas throughout the tile.

TILE PREPARATION

Meticulously plan your layout. The time you take for preparation and placement will greatly impact the finished result.

- Pre-sort your tile by colour and size so you can distribute the range of variation throughout the installation.
- Blending is recommended.
- Inspect each tile for cracks or other deformities that make its use inappropriate for the application intended.

TILE GROUTING

We advise a grout joint (1 to 4 mm) which joins the tiles so that they touch one another with an irregular space left between tiles, created by the imperfection of the edges.

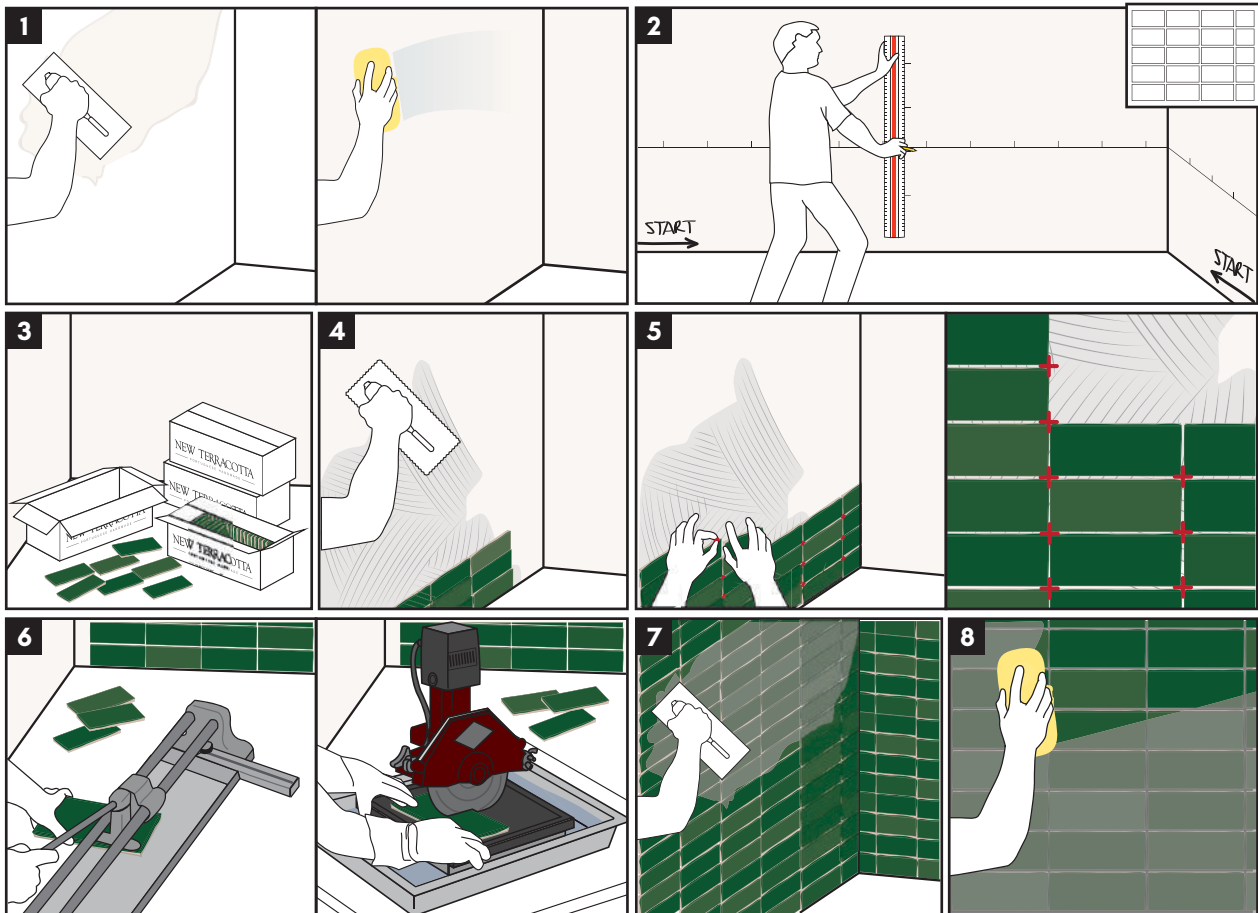
Grout joint width can be varied to adjust tile alignment with adjacent handmade tiles or other architectural elements.

Give design consideration to the grout colour as it relates to the colour of tile chosen. There may be a desire to accentuate the tile with a border of contrasting grout colour. To more closely connect each tile with each other, use a grout colour in a hue that approximates the colours found in the tile.

TILE INSTALLATION

Install per industry standards for terracotta glazed tiles.

Proper substrate preparation and the right choice of adhesives and grouts for the type of tile and specific project conditions are critical for achieving a long-lasting installation. New Terracotta tiles can be installed with any conventional tiling method, using any mortars, adhesives (EN 1200 C2) and grout compounds (EN 13888) suitable for use with wall tiles.



1. **Prepare the surface.** Substrate must be clean, leveled and adequately set.
2. **Determine the layout and mark the surface.** For aesthetic and technical optimisation, define starting points and cuttings.
3. **Distribute the tiles.** Pre-sort your tile by colour and size so you can distribute the range of variation throughout the installation.
4. **Apply the proper tile adhesive.** Use a large-toothed trowel to spread the adhesive.
5. **Install the tiles.** Lay down tiles by lining them up and pressing them firmly into the adhesive. Installation is easier if you use X-shaped tile spacers.
6. **Cut the tiles.** If some tiles need to be trimmed, you can use either a snap tile cutter or a wet tile saw.
7. **Grout the joints.** Allow the adhesive to cure for about 24 hours and then fill in the joints with the selected grout, using a rubber grout float.
8. **Clean the tiles after grouting.** The excess grout must be cleaned immediately with a wet sponge, rinsing often.

MAINTENANCE

New Terracotta Tile is a relatively maintenance-free product that requires little continuing care beyond regular cleaning. Continued beauty and performance of our tiles is assured by following these recommendations:

- For everyday cleaning, simply use a pH-balanced natural cleaner diluted in warm water.
- To clean stubborn spots or grout joins use a stiff natural bristle brush.
- Always avoid the use of abrasive cleaning pads or products containing bleach, ammonia and paint thinner.
- Never scrub with rough materials, such as hard brushes or wire wool, which may scratch the surface.
- In cooking areas, around a stove, on counters and backsplashes, cooking oil splatters should be cleaned as soon as possible as oil may darken some tiles.



■ PRODUCT UNDERSTANDING

WHAT IS A BISQUE?

When you look at a glazed tile from the side you can see 2 layers. The body of the tile, or largest layer, is called the bisque. The top layer is called the glaze.

WHAT IS A CRAQUELÉ?

Some tiles are intentionally induced to craze to produce what is known as a craquelé finish. Craquelé glazed tiles should not be used on kitchen counter tops or surfaces subject to heavy uses.

IS CLAY A NATURAL MATERIAL?

Clay is a natural and biocompatible material that naturally embodies extraordinary thermal and structural performances.

WHY OXIDE EXPLOSIONS HAVE SUCH A VARIATION?

Oxide Explosions tiles vary in colour and surface quality due to variations in glaze thickness and temperature during the firing process. This natural variation is intrinsic to their beauty.

To avoid misconceptions, we require that all clients approve the full variation within each reference.

WHY IS THE NOMINAL SIZE BIGGER THAN THE REAL SIZE?

During the production process ceramic tile will shrink, on average by 5 to 10% in size, depending on the clay type.

WHAT ARE SHEETED TILES?

The majority of our geometric designs can be divided into repeating components. These components are known as standard sheets. They fit together easily, requiring minimal or no tile cutting.

■ BESPOKE & CUSTOMISATION

CAN YOU REPRODUCE ANCIENT TILES?

Yes, we are quite well known for that. Please send us more information.

CAN I CUSTOMISE A PRODUCT?

Yes, we can customise tiles and objects to best fit your style.

CAN I USE MY OWN DESIGN?

Yes, you absolutely can. There are additional development charges and set-up fees applied to bespoke orders.

CAN I ORDER EDGE GLAZED TILES?

Yes, you can glaze edges. The edge selection you make will depend on your installation layout.

■ PLACING AN ORDER

CAN I BUY ONLINE?

We are not prepared to sell directly through our website. For ordering tiles, custom requests, pricing, lead times or other needs please email or call us so one of our Design Consultants can offer personal assistance.

DO YOU SHIP INTERNATIONALLY?

We have successfully supplied tiles for projects all over the world. We are happy to provide a shipping quote for international orders.

CAN I GET SAMPLES?

Yes, we understand the importance of coordinating all the elements for your project and are happy to provide samples during your selection process.

Multiple samples can be ordered to give a sense of colour range. When you are ready to place an order you can also provide an approved colour control sample to the factory. Our team will use your sample as a guideline but please remember there will always be colour variation.

HOW SHOULD I DECIDE WHICH TYPE OF TILE TO USE?

The application environment and the traffic levels it will experience will determine the type of tile you should select. Please contact us and we will direct you to the product that best suits your needs.

ARE THERE ANY MINIMUM ORDER QUANTITIES? DO YOU CHARGE A SET-UP FEE FOR SMALLER ORDERS?

There is a 3 sqm minimum order per colour. Because each order is custom made, a set-up procedure is required.

SHOULD I ORDER EXTRA TILES?

Yes, we advise a 10% contingency on top of the minimum quantity needed. This overage allows for the possibility of breakage during installation, for greater range selection and extras in case of damage in the future. Always refer to your installer when determining quantities.

CAN I RETURN MY TILES?

Because we make our tile specially for you, returns are not accepted unless they are defective or damaged in shipping.

ONCE AN ORDER IS PLACED CAN I CHANGE IT?

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.

WHAT WOULD BE THE MINIMUM LEAD TIME FOR EMERGENCY ORDERS?

If you need materials sooner for a rush order or job completion, please call and ask for a lead time specifically for you. Although we keep a limited quantity of our most popular products on hand, we operate on a first come first served policy without discrimination. When your order is placed check with us what is the estimated lead time.

■ INSTALLATION & MAINTENANCE

ARE ALL YOUR TILES SUITABLE FOR ALL PURPOSES?

No. Some glazes are recommended for walls only. Some glazes are not suitable for use in swimming pools. Please check for usage information in Glaze Guide.

CAN I MIX DIFFERENT COLOURS AND SIZES?

Many shapes and sizes can be used together. Please check Layouts information in Format Guide.

WILL SETTING TILES ON A DIAGONAL REQUIRE MORE MATERIAL?

Yes, typically more material is required when tile is set on a diagonal versus a straight-set. Please refer to your installer when determining how much material is needed.

WHAT SIZE DO YOU SUGGEST FOR GROUT SPACING?

New Terracotta tiles are sized to accommodate a 1 to 4 mm grout space, depending on the format. Many factors determine the size of a grout joint. It is important to discuss this with both your architect and installer and follow a jointing scheme.

DO I NEED TO SEAL THE GLAZED TILES?

In general, our tiles do not require sealing. However, tiles with craquelé glazes, in certain installations, should be sealed prior to grouting.

CAN I USE YOUR TILES AROUND THE FIREPLACE? ARE THEY HEAT-RESISTANT?

Our tiles are fired in kilns at very high temperatures. They can be used in fireplace installations and will not be damaged by heat.

CAN I USE YOUR TILES IN THE SHOWER?

Yes, our tiles are suitable for wet applications. Please note that in regularly wet areas, such as showers, it is common for some tiles to darken and lighten as they become wet and then dry.

WHAT TILES CAN I USE IN A POOL OR FOUNTAIN?

We have several glazes suitable for pools. Please check for usage information in Glaze Guide.

CAN I USE YOUR TILES IN EXTERIOR APPLICATIONS?

We have had our tiles installed outside on vertical surfaces for several years now with no issues. We do not recommend using our tile outside on horizontal surfaces. Please contact us and we will help determine the suitability of our tiles for your exterior installation.

IS TILING WITHOUT GROUTING POSSIBLE?

In practice, tiling without grouting is not recommended. Even for cut edge tiles, minimum 1 mm and better yet, 2 mm grouting is recommended.

WHAT IS THE BEST WAY TO CLEAN MY TILES?

For everyday cleaning, simply use a pH-balanced natural cleaner to care for your tiles. We do not recommend the use of any acids to clean our tiles and it is always wise to test any other cleaning methods in an inconspicuous area of your installation.

HOW SHOULD I CLEAN MY GOLD AND PLATINUM GLAZED TILES?

Exactly the same way as per the other glazed tiles. Always avoid the use of abrasive cleaning pads.

New Terracotta products are available worldwide through showrooms, retailers and direct from us.

■ PLACING ORDERS

Please order carefully.

- Check the product specification. Samples may be requested.
- Check the quantities. Ordering proper quantities is essential, as we cannot guarantee an exact match between batches. We recommend ordering 10% extra tiles.
- Check delivery requirements and delivery costs.
- Once production has begun, orders cannot be cancelled.
- There is a 3 sqm minimum order per colour glaze.

■ PRICES

- Prices are subject to change without notice according to cost variations.
- All product prices quoted exclude the cost of delivery and taxes.
- VAT rate is 23%.

■ DELIVERY

- We can arrange delivery anywhere in the world. Please contact us to request a freight quote.
- Tiles are packed in cardboard boxes, loaded on a protected and sealed pallet. Pallets are delivered on the pavement.
- Special packing for bespoke products must be quoted. Please contact us.
- Freight quotes are passed on at cost with a 15€ pallet charge per pallet used.
- Delivery terms are to be considered indicative. Eventual delivery delays do not entitle customers to claim indemnity.

■ PAYMENT TERMS

- A 50% deposit is required to confirm your order.
- The balance is due before order released. The goods will be released immediately after the payment has been received and cleared in full.

■ LEAD TIMES

Nearly every New Terracotta product is made to order. Our lead times vary from product to product and may also be extended at certain times of the year. Nevertheless, we try to follow these timelines:

- In-stock tiles: 1 week to ship.
- Made to order tiles: 4 to 5 weeks to ship.
- Custom designed tiles and pottery: quoted on an individual basis.
- Exceptionally large quantities: quoted on an individual basis.

All lead times will be quoted on purchase order. Please contact us for stock checks.

■ TOLERANCE TO DIMENSIONS AND SHADES

- Tiles are referred to its nominal size, not its actual size. Due to the handcrafted nature of our products, dimensions are approximate and may be subject to a degree of inaccuracy.
- The number of tiles supplied per square meter is approximate and depends upon the suggested grout joint.
- A possible variation in shades is considered as a particularity of such products. Tiles may exhibit variations from samples and within a shipped lot.

CUSTOM PROJECTS

Please inquire us about custom developments.

- Custom projects are priced accordingly.
- Custom sizes are available for an additional charge.
- Custom glazes are subject to Run of Kiln, which may be up to 10% over original quantity.

RETURNS

Please order carefully as we cannot accept returns.

Please check your products carefully on delivery.

- Any problems with quality, quantity and kind of material supplied must be reported to NEW TERRACOTTA within 7 working days of receipt of the order.
- In case of claim the buyer should put the disputed material at NEW TERRACOTTA´s disposal for any defect checking. No claim will be accepted once the material has been installed.
- Damage caused by inappropriate installation, accident, misuse or improper maintenance is not covered by NEW TERRACOTTA products warranty.
- Variations in colour, shade, tonality, texture and crazing are inherent characteristics of NEW TERRACOTTA tiles and are not defects.
- Variations in facial dimensions and thickness will be allowed as per handcrafted products standards.
- Although NEW TERRACOTTA provides Installation and Maintenance guidelines, its liability is strictly limited to the supply of products.



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Carta nº 123295

AZULEJARIA
CERÂMICA DE CONSTRUÇÃO

D.L. nº 110/2002, de 16 de Abril
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