

NEW TERRACOTTA

TERRAZZO TILES SPEC GUIDE

Technical & Commercial Support

2nd Edition 2020

NWT Terrazzo is a unique blend of natural materials including marble aggregates, Portland cement, organic pigments and water. The final product consists of more than 75% natural stone, offering an original material with a distinct architectural value and an excellent technical performance.

Extremely durable, environmentally sustainable, easy to maintain and highly adaptable and versatile, terrazzo surfaces fascinate by its unpredictable, random patterns and limitless colourways — from multi-coloured flecks to elegantly muted neutrals.

72 Patterns | 5 Formats

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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 NWT Terrazzo 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 NWT Terrazzo Tiles.

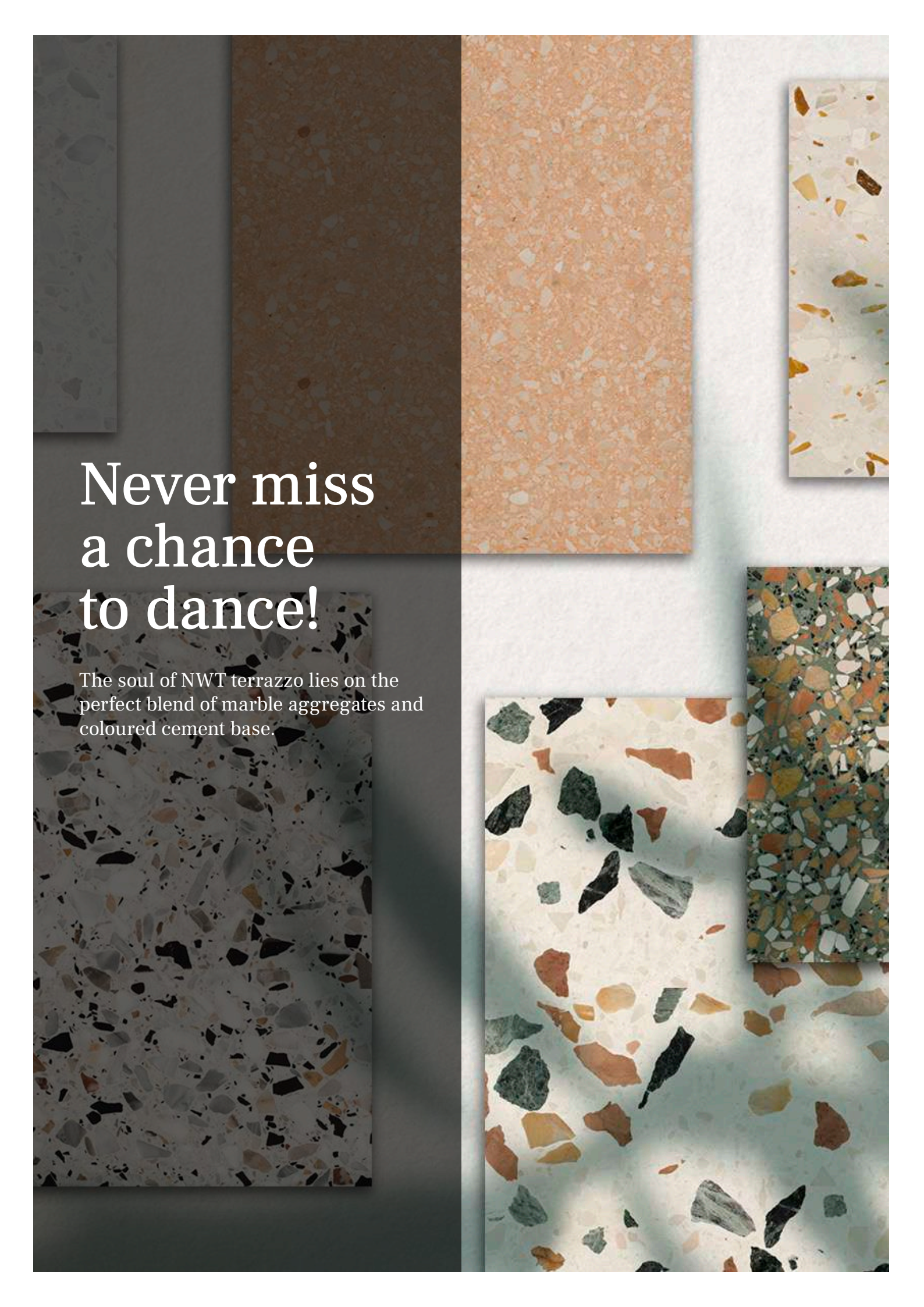
We are makers of extraordinary surfaces.

We design and manufacture our tiles in total autonomy, developing our personal language.

The beautiful imperfection of our materials is what makes them exclusive.





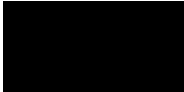
Each piece is carefully curated, resulting in a deliberately induced expression.


NWT Materials is all about our extensive knowledge, our sense of design, craft and culture, our ability to customise.



Never miss a chance to dance!

The soul of NWT terrazzo lies on the perfect blend of marble aggregates and coloured cement base.

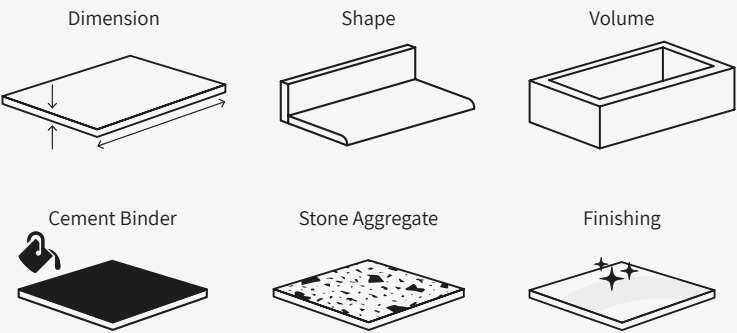
Formats		Size	Thickness	Finishing	Groups
Tiles		Square 40 x 40 cm	1,5 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	1; 2; 3
		Square 40 x 40 cm	2 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	4; 5; 6; 7
		Square 60 x 60 cm	2 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	1; 2; 3; 4; 5; 6; 7
		Rectangle 60 x 40 cm	2 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	4; 5; 6; 7
		Rectangle 80 x 40 cm	2 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	4; 5; 6; 7

Slab		253 x 142 cm	2 cm / 3 cm	<div><div>P</div><div>H</div><div>B</div><div>BH</div></div>	4; 5; 6; 7
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BESPOKE

NWT Terrazzo can be bespoke made to virtually any specification. We give an extensive scope for designers to find the perfect terrazzo that will perfectly match the creative ambitions of every individual project.

VARIABLE AXIS



P

 ■ POLISHED

H

 ■ HONED

B

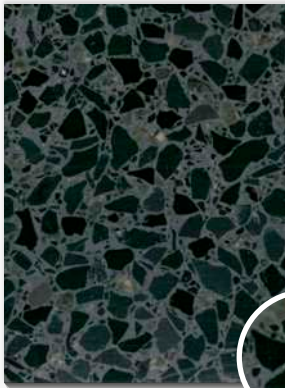
 ■ BRUSH

BH

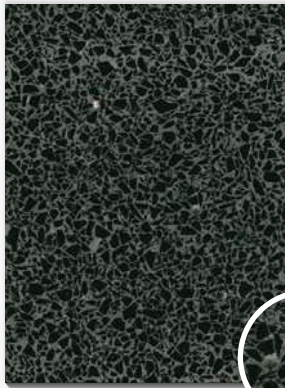
 ■ BUSH HAMMERED



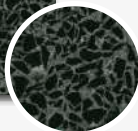
T004 Punk Rock
Group 7



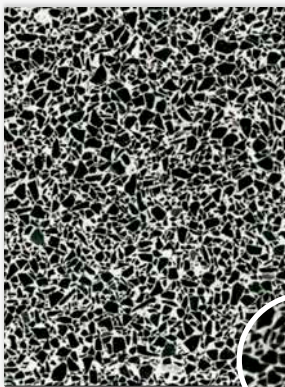
T226 Otis
Group 3



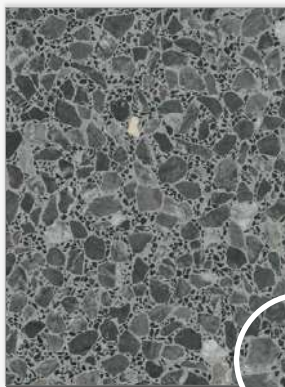
T290 Night Jazz
Group 3



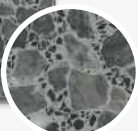
T225 Aretha
Group 3

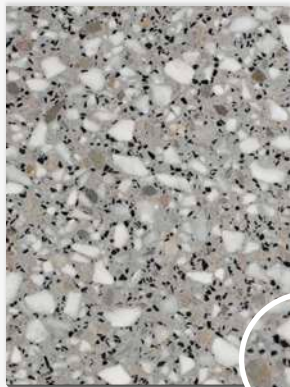


T265 Zebra Jazz
Group 2

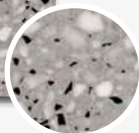
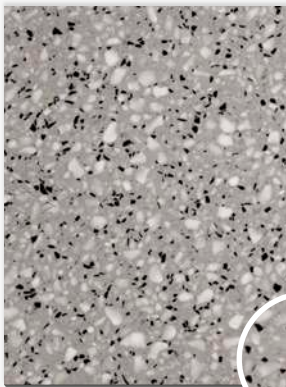


T210 Percy
Group 3





T022 Charcoal Funk
Group 4



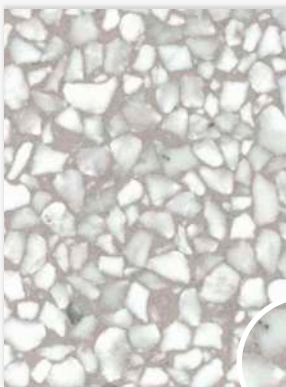
T021 Grey Funk
Group 4



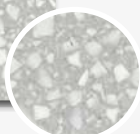
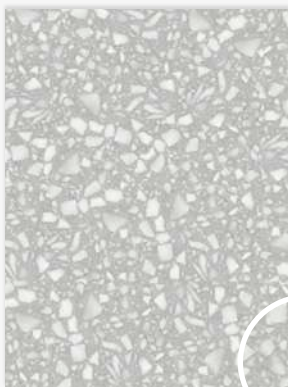
T220 Cobain
Group 1



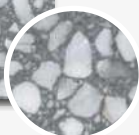
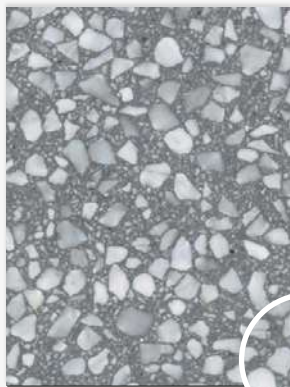
T003 Hip Hop
Group 6



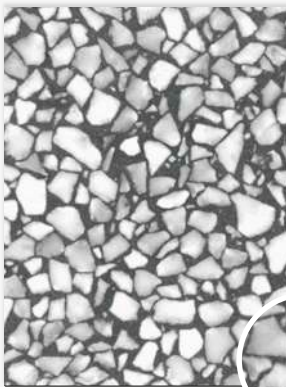
T222 Sting
Group 2



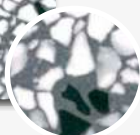
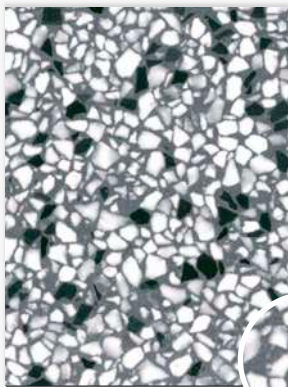
T121 Lennon
Group 4



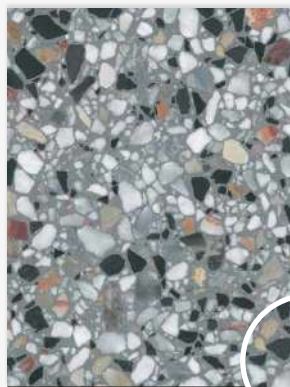
T211 Phil
Group 3



T224 Bono
Group 3



T241 Jagger
Group 2



T212 Bruce
Group 2



T213 Santana
Group 1



T214 Lou
Group 1



T215 Cher
Group 1



T240 Bowie
Group 1



T216 Tina
Group 2



T098 Kate
Group 6



T101 Opera Prima
Group 4



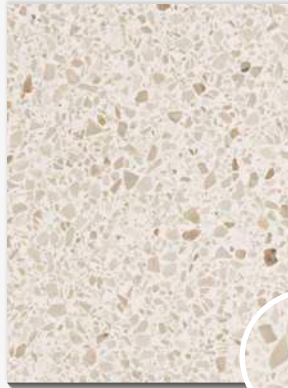
T100 Opera
Group 4



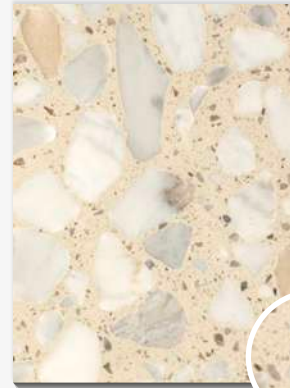
T001 Cha Cha Cha
Group 5



T111 Ballet Prima
Group 4



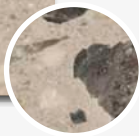
T110 Ballet
Group 4



T007 Tango
Group 7



T006 Samba
Group 6



T008 Fandango
Group 7



T016 Paso Doble
Group 6

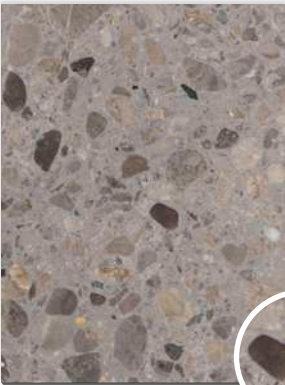


T227 Baez
Group 3



T250 Beige Reggae
Group 1





T031 Grey Country
Group 7



T032 Concrete Country
Group 7



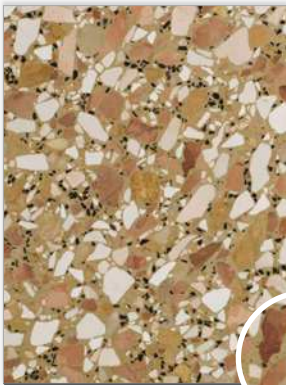
T260 Johnny
Group 3



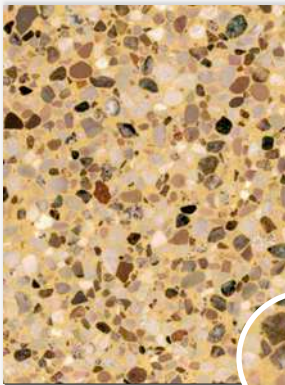
T030 Khaki Country
Group 7



T291 Emmylou
Group 1



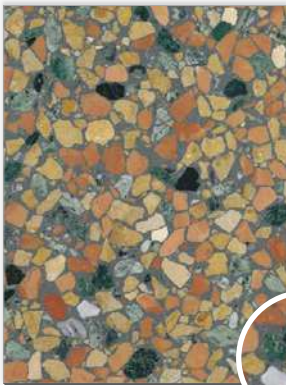
T010 Merengue
Group 6



T255 Golden Yellow Reggae
Group 1



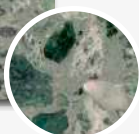
T261 Dolly
Group 3



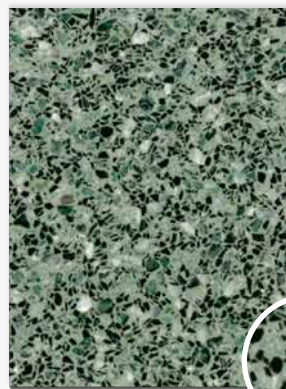
T262 Willie
Group 3



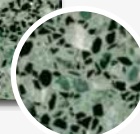
T232 Amy
Group 3



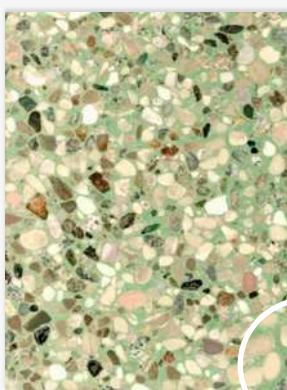
T233 Hendrix
Group 3



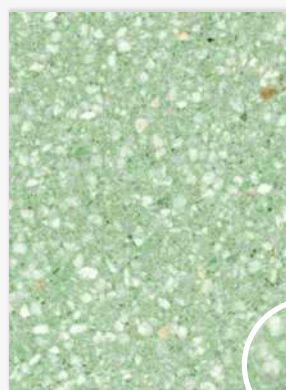
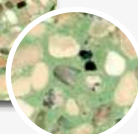
T271 Marine Jazz
Group 2



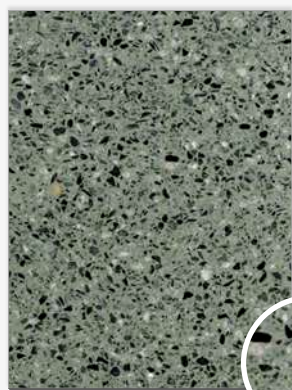
T231 Joplin
Group 1



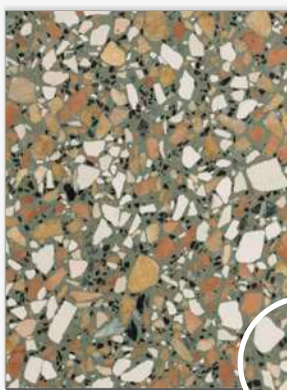
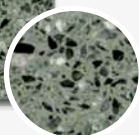
T257 Fresh Green Reggae
Group 2



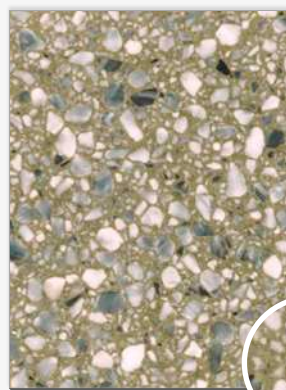
T270 Mint Jazz
Group 1



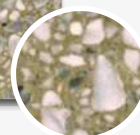
T069 Forest Jazz
Group 7



T011 Salsa
Group 7

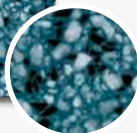
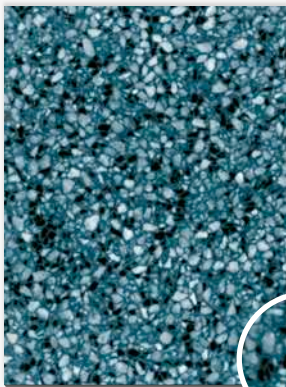


T228 Elvis
Group 2

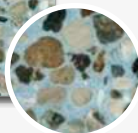
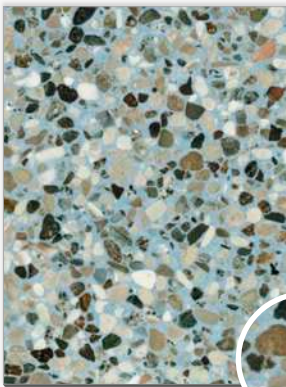




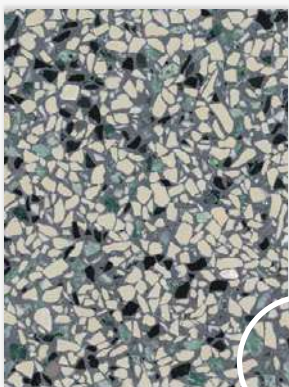
T267 Brel
Group 3



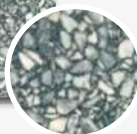
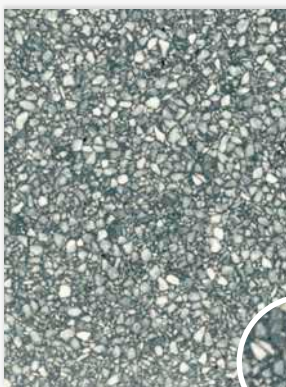
T272 Ocean Jazz
Group 3



T258 Blue Sky Reggae
Group 3



T268 Sinatra
Group 2



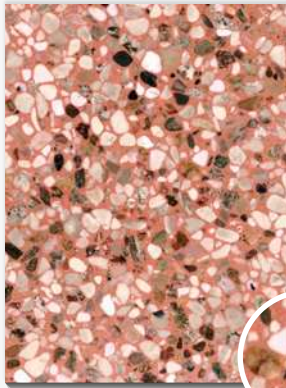
T273 Space Jazz
Group 1



T269 Piaf
Group 1



T263 Ricky
Group 3



T256 Miss Pink Reggae
Group 1



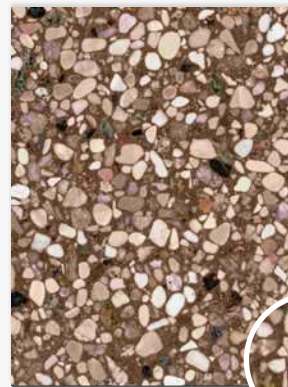
T264 Iglesias
Group 2



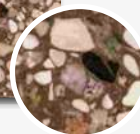
T230 Marley
Group 1



T251 Latte Reggae
Group 1



T253 Brown Reggae
Group 2



T067 Rose Jazz
Group 5





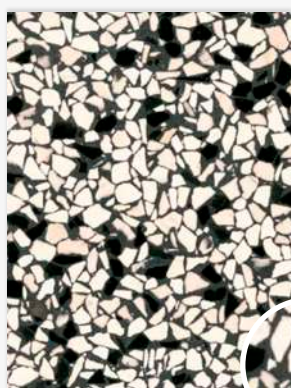
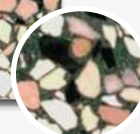
T014 Zumba
Group 7



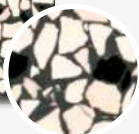
T244 Elton
Group 2



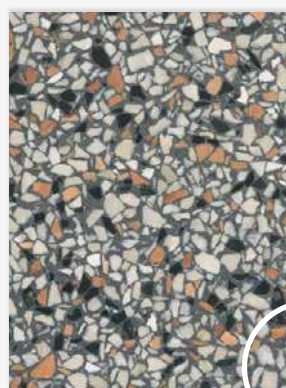
T245 Freddie
Group 2



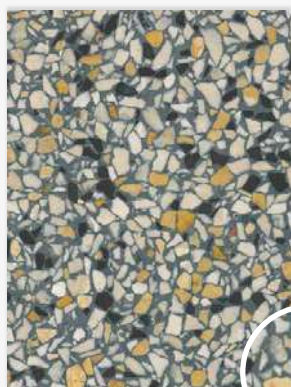
T243 Neil
Group 2



T299 Rod
Group 2



T246 McCartney
Group 2

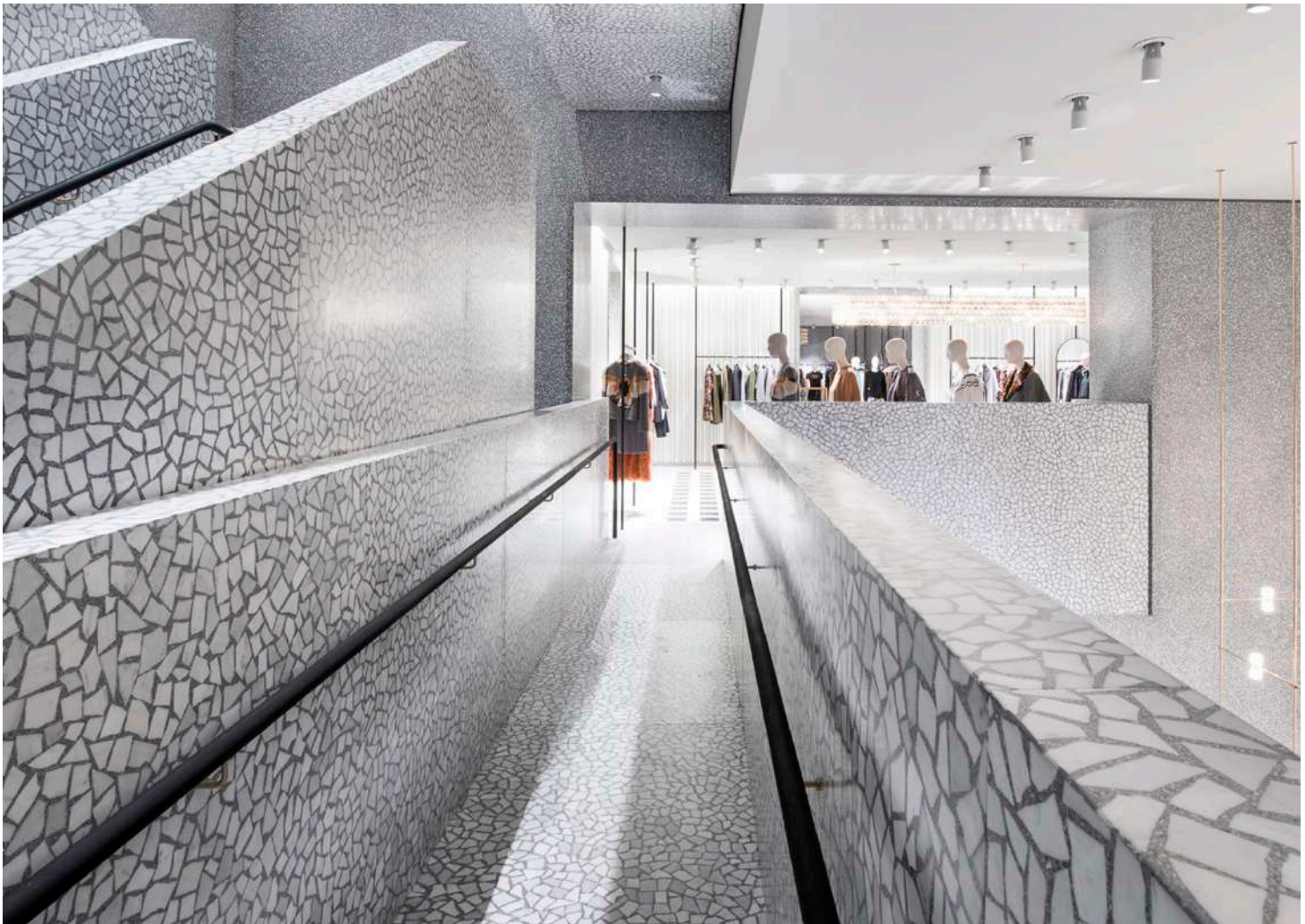


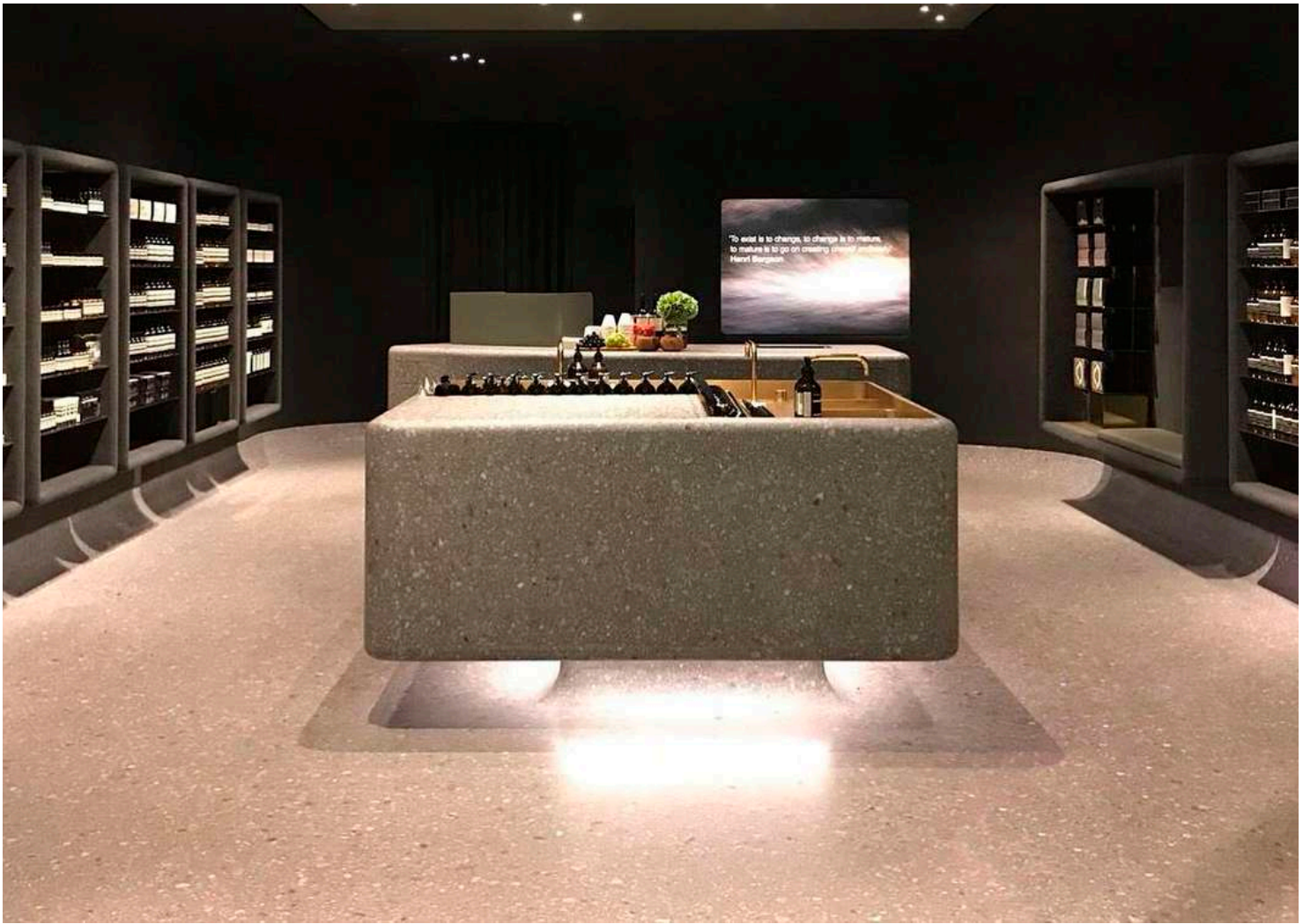
T247 Ringo
Group 2



T248 Clapton
Group 2









The NWT Terrazzo Tiles collection features 72 patterns in 5 different formats.

Ref.	Pattern Name	Group	40 x 40 cm	60 x 60 cm	60 x 40 cm	80 x 40 cm	Slabs 253 x 142 cm
T001	Cha Cha Cha	5	✓	✓	✓	✓	✓
T003	Hip Hop	6	✓	✓	✓	✓	✓
T004	Punk Rock	7	✓	✓	✓	✓	✓
T006	Samba	6	✓	✓	✓	✓	✓
T007	Tango	7	✓	✓	✓	✓	✓
T008	Fandango	7	✓	✓	✓	✓	✓
T010	Merengue	6	✓	✓	✓	✓	✓
T011	Salsa	7	✓	✓	✓	✓	✓
T014	Zumba	7	✓	✓	✓	✓	✓
T016	Paso Doble	6	✓	✓	✓	✓	✓
T021	Grey Funk	4	✓	✓	✓	✓	✓
T022	Charcoal Funk	4	✓	✓	✓	✓	✓
T030	Khaki Country	7	✓	✓	✓	✓	✓
T031	Grey Country	7	✓	✓	✓	✓	✓
T032	Concrete Country	7	✓	✓	✓	✓	✓
T067	Rose Jazz	5	✓	✓	✓	✓	✓
T069	Forest Jazz	7	✓	✓	✓	✓	✓
T098	Kate	6	✓	✓	✓	✓	✓
T100	Opera	4	✓	✓	✓	✓	✓
T101	Opera Prima	4	✓	✓	✓	✓	✓
T110	Ballet	4	✓	✓	✓	✓	✓
T111	Ballet Prima	4	✓	✓	✓	✓	✓
T121	Lennon	4	✓	✓	✓	✓	✓
T210	Percy	3	✓	✓			
T211	Phil	3	✓	✓			
T212	Bruce	2	✓	✓			
T213	Santana	1	✓	✓			
T214	Lou	1	✓	✓			
T215	Cher	1	✓	✓			
T216	Tina	2	✓	✓			
T220	Cobain	1	✓	✓			
T222	Sting	2	✓	✓			
T224	Bono	3	✓	✓			
T225	Aretha	3	✓	✓			
T226	Otis	3	✓	✓			
T227	Baez	3	✓	✓			
T228	Elvis	2	✓	✓			
T230	Marley	1	✓	✓			
T231	Joplin	1	✓	✓			
T232	Amy	3	✓	✓			
T233	Hendrix	3	✓	✓			
T240	Bowie	1	✓	✓			
T241	Jagger	2	✓	✓			
T243	Neil	2	✓	✓			
T244	Elton	2	✓	✓			
T245	Freddie	2	✓	✓			
T246	McCartney	2	✓	✓			

Ref.	Pattern Name	Group	40 x 40 cm	60 x 60 cm	60 x 40 cm	80 x 40 cm	Slabs 253 x 142 cm
T247	Ringo	2	✓	✓			
T248	Clapton	2	✓	✓			
T250	Beige Reggae	1	✓	✓			
T251	Latte Reggae	1	✓	✓			
T253	Brown Reggae	2	✓	✓			
T255	Golden Yellow Reggae	1	✓	✓			
T256	Miss Pink Reggae	1	✓	✓			
T257	Fresh Green Reggae	2	✓	✓			
T258	Blue Sky Reggae	3	✓	✓			
T260	Johnny	3	✓	✓			
T261	Dolly	3	✓	✓			
T262	Willie	3	✓	✓			
T263	Ricky	3	✓	✓			
T264	Iglesias	2	✓	✓			
T265	Zebra Jazz	2	✓	✓			
T267	Brel	3	✓	✓			
T268	Sinatra	2	✓	✓			
T269	Piaf	1	✓	✓			
T270	Mint Jazz	1	✓	✓			
T271	Marine Jazz	2	✓	✓			
T272	Ocean Jazz	3	✓	✓			
T273	Space Jazz	1	✓	✓			
T290	Night Jazz	3	✓	✓			
T291	Emmylou	1	✓	✓			
T299	Rod	2	✓	✓			

Technical Features	Standards	Test Results	Compliance
 Determination of water absorption	EN 13748-1	$M-\% < 5$	YES
 Determination of flexural strength	EN 14617-2	$N/mm^2 > 8$	YES
 Determination of resistance to compression	EN 14617-15	$N/mm^2 > 70$	YES
 Determination of resistance to abrasion	EN 13748-1	$\emptyset < 20 \text{ cm}^3 / 50 \text{ cm}^3$	YES
 Determination of slip resistance	EN 13748-1	$> 8^\circ$	YES
 Determination of frost resistance	DIN-52104	Class 2/B - 3/D Frost Resistant	YES
 Determination of fire resistance	EN 13748-1	Class A1 _{fl} Fire Resistant	YES

NWT Terrazzo Tiles, Cement Portland Calss 1 (Binder) ; Marble (Aggregate)
 Test report, TÜV Rheinland LGA Products GmbH, Nuremberg.

Please note these tips are guides only and should be used in addition to the relevant industry standards for terrazzo. Note that installation may vary from site to site with varying conditions experienced on site. The contractor and specifier should decide if these suggestions are suitable for their application or require further adjustment.

? TILE UNDERSTANDING

Colour Variation

Terrazzo is a natural product, although quality control ensures a high level of colour consistency, slight colour variations can still occur.

Structure Variation

Terrazzo may show signs of natural veining or surface fractures. The veins and surface fractures in no way affect the integrity of the material and should be interpreted as a natural characteristic that makes it unique.

Surface Finishing

The surface finishing brings out the aesthetic features and determines to a large extent the final look of the terrazzo and its intended use. Different finishes will provide different slip resistance, chemical resistance and other external factors that can affect its functionality and durability.

NWT Terrazzo can be supplied in polished, honed, brushed or bush-hammered finishes.



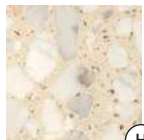
(P)

■ POLISHED

This technique produces a shiny surface, with almost zero porosity, while improving resistance.

Polished finish highlights the colour, pattern and properties of the natural terrazzo.

It is commonly used as interior wall and floor dressing, as well as in kitchen countertops. It is not recommended for outdoor paving, since it reduces slip resistance.



(H)

■ HONED

This technique produces a smooth matt or slightly reflective surface, recommended for high traffic areas.

Unlike a highly polished finish, honed offers the beauty of terrazzo with a less slippery, though smooth, glowing surface. The look itself is also more subtle. Whereas a polished surface is high-end and chic, a honed surface is low-key and elegant for organic yet classic design schemes. In wet areas such as bathrooms where there is a risk of slipping, a honed finish is a better option than a polished one.



(B)

■ BRUSHED

A brushed finish gives terrazzo a slightly textured feel. It is not usually rough to the touch but rather a finish of smooth and silky ridges and veins. Unlike polished or honed, a brushed finish typically has no sheen to it. Like a honed finish, a brushed finish dilutes the colour of the terrazzo. This finish is suited for outdoor use, as the texture will provide a bit of traction for application around surfaces that will be wet or exposed to the elements. Similarly, such a surface will hide scratches and imperfections, which are bound to happen on a terrazzo surface that is exposed to scratchy outdoor elements like dirt and lawn debris.



(BH)

■ BUSH HAMMERED

A bush hammered finish gives terrazzo a sculpted evenly textured surface, and hence particularly suitable for outdoor use.

The small indentations on the surface are obtained using a hammer fitted with multiple heads composed of projecting pyramidal teeth.

! TILE PREPARATION

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

- Prior to the installation allow tiles to season in their final environment.
- Pre-sort your tiles so you can distribute the range of variation throughout the installation.
- Blending is recommended.
- Inspect each tile deformities that make its use inappropriate for the application intended.
- The tiles can be cut using a diamond-blade (ideally a water-cooled machine).

TILE LAYING

Proper substrate preparation and the right choice of adhesives and grouts for the terrazzo tile and specific project conditions are critical for achieving a long-lasting installation.

Laying General Methods:

1. Prepare the surface. Terrazzo tiles must be installed on a well levelled, clean and dry surface. Humid subsoil will cause fur deposits on the tile's surface.

2. Determine the layout and mark the surface. For aesthetic and technical optimisation, define starting points and cuttings.

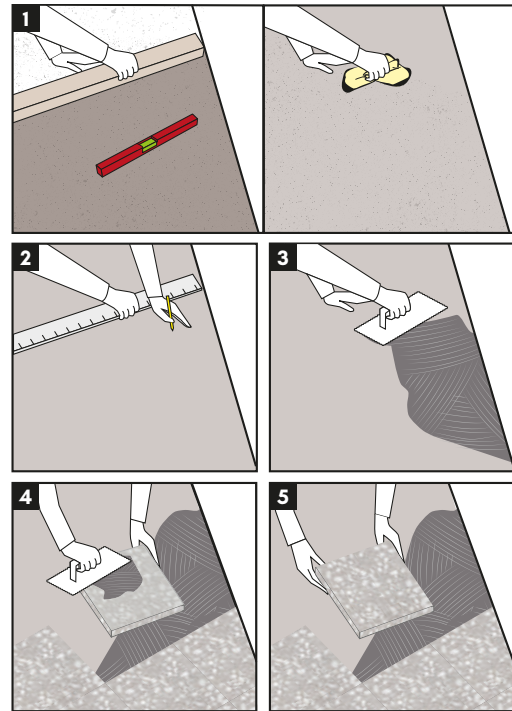
3. Apply the proper fast-setting and hydrating tile adhesive. Use a large-toothed trowel to spread the adhesive.

4. Back butter tiles. Apply adhesive on the back of the tile using a large-toothed trowel.

5. Install the tiles. Lay the tiles and press into place using your hands leaving a thin gap (2 mm) for the joint.

The tile size and the thermal expansion coefficient could determine a larger joint, especially outdoors.

Ensure tiles are completely level throughout the installation, as unevenness cannot be rectified later.



TILE SURFACE PREPARATION BEFORE SEALING AND GROUTING

During the laying use the utmost caution, in order to prevent the staining of the tiles.

Once the adhesive dry, clean the surface by removing dry dirt using a cloth and wash with a neutral detergent diluted with water. Rinse thoroughly with clean water and leave to dry.

We strongly advise against the use of alkaline detergents and strong solvents.

Tiles should then be allowed to set for 72 hours before applying sealant and grout.

TILE SEALING BEFORE GROUTING

An impregnating sealing is an essential step in protecting the beauty and ensuring the longevity of terrazzo tiles, as it accentuates the appearance and helps to protect against fading and staining.

The sealant is a solvent based liquid that limits water and oil penetration. It impregnates the tile, protects it and keeps its natural matt aspect.

Apply with a brush or a roller on a dry and clean surface. This should be applied in successive applications until the tile is fully saturated. Saturation has been achieved when an even layer of sealant is still visible on the surface after 30 minutes.

Do not apply too much. The excess would leave glistening stains on the surface (brush traces).

Always try the sealer on a loose tile before applying it on the entire surface in order to measure the grade of absorption of the tiles.

TILE GROUTING

It is recommended to use a flexible cementitious grout compound suitable for the application of terrazzo tiles. Do not use contrasting grouts and completely cover the entire surface of the tile with grout to avoid “framing” and ensure all grout residue is cleaned using proper grout cleaners.

Grouting General Methods:

1. Seal the tiles. Always ensure that surfaces are properly sealed before grouting.

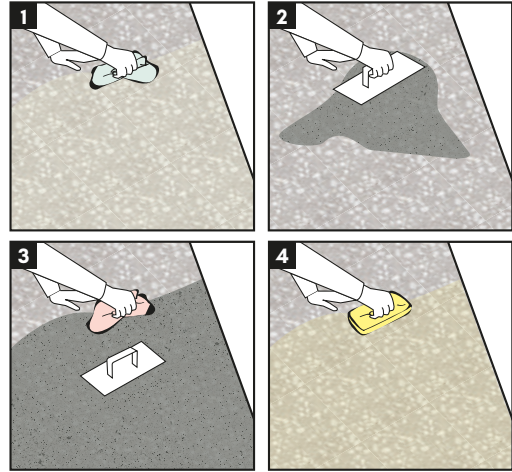
In order to prevent the soiling or staining a proper sealant must be applied.

2. Grout the entire surface of the tile.

3. Remove excess. Clean the excess grout immediately, using a damp cloth. Do not use chemical cleaners.

4. Clean the floor. Remove any cement residue stains immediately, using a pH neutral cleaner.

Never use cement remover, strong detergents or bleach as these will damage the tiles. Stains or spots can be delicately removed with a scouring pad or fine-grained sandpaper.



FINISHING AFTER GROUTING

The finishing completes the protection against wear and dirt.

Always apply a final coat of impregnating sealant making sure to cover the grout joints as well.

Further to the above you can also apply a surface wax. This will offer extra protection and give an attractive patina.

For larger surfaces or high traffic floor (airports, schools and other public spaces), a special protection and attention on a daily maintenance is recommended. Using a high speed polishing machine and a red polishing pad may accelerate the process and protect the entire floor evenly.

MAINTENANCE

Keep the surface as free as possible of loose dust and grit with regular vacuuming or sweeping. This will reduce the sandpaper effect of dirt getting compacted into the surface and joints.

Wash the floor using a pH neutral cleaner, ideally biodegradable and environment friendly, to remove the dirt that a vacuum won't pick up, and secondly for hygiene purposes.

We strongly recommend avoiding the use of bleach- based cleaners, washing-up liquids or any other acid cleaners.

Never use metallic brushes or wire wool pads as these will damage the floor surface.





■ PRODUCT UNDERSTANDING

IS TERRAZZO CONSIDERED ENVIRONMENT-FRIENDLY?

Because most of the materials used in terrazzo are recycled or post-consumer and because of its durability and sustainability, terrazzo is considered environment friendly.

DOES TERRAZZO CHIP, FALL APART, CRUMBLE OR ERODE?

Unless hit by a very heavy and hard object, terrazzo does not fall off or crumble because terrazzo edges are bevelled to prevent this type of damage.

Durability-wise, terrazzo is resistant to impact, fire, frost, abrasion and traffic.

■ BESPOKE & CUSTOMISATION

CAN I CUSTOMISE A PRODUCT?

Yes, we are happy to produce custom colours, patterns and sizes to best fit your project.

Design-wise, terrazzo is highly customizable and has almost limitless possibilities.

CAN I USE MY OWN DESIGN?

Yes, you absolutely can. Bespoke designs are possible with water jet cutting.

DO YOU SELL PARTIAL SLABS OR FABRICATE CUSTOM SLAB SIZES ON A PER PROJECT BASIS?

Yes, we do. We can supply cut to size slabs (max length 140 cm) at an extra charge of 25%.

Nevertheless, for the great majority of projects, this work would be carried out by a local tradesperson, likely a stone fabricator. We advise working with such a fabricator or architect to ensure calculations on material are correct for your project and to account for any overages necessitated by the design or installation of your project.

■ 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.

DO YOU HAVE ANY TILES IN STOCK?

Yes, we have. Although we mainly produce to order, we have a selection of stock available.

Please request our stock list.

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.

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

There is a 3 sqm minimum order per references in stock and a 15 sqm minimum order per references not in stock.

A set up fee will be charged for orders smaller than 15 sqm.

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 tiles 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**

CAN TERRAZZO BE USED OUTDOORS?

Definitely Terrazzo can be used outdoors. In fact, terrazzo is frequently used for external pathways and building facades. Not only that, terrazzo can be made non-slip (bush-hammered finish) so safety is always assured.

CAN TERRAZZO BE USED FOR OTHER INSTALLATIONS APART FROM FLOORS?

Yes, terrazzo can be used for more than just flooring. It can be used for countertops, pavers, steps and risers, wall panels, columns, furniture and more. NWT Terrazzo slabs measure 253 x 142 cm with thicknesses of either 2 or 3 cm. We advise use of 3 cm slab for work surfaces and 2 cm for walls, cladding and floors.

CAN I INSTALL A TERRAZZO KITCHEN BACKSPLASH?

Yes, certainly. As with any installation, however, terrazzo should be well sealed to prevent staining.

CAN TERRAZZO TILES BE LAID WHEN USING AN UNDERFLOOR HEATING SYSTEM?

Yes, terrazzo tiles can be laid in conjunction with underfloor heating systems but the method of installation would be dependent on the type of underfloor heating being installed to determine the best method of laying the tiles.

When installing over radiant heat, we suggest a larger grout joint (3 to 4mm) instead the small grout joint (1 to 2mm) we normally recommend. This will allow for some natural expansion / contraction of the heated floor without cracking the tiles.

WHAT SIZE DO YOU SUGGEST FOR GROUT SPACING?

NWT Terrazzo Tiles are sized to accommodate a 1 to 2 mm grout space.

Many factors determine the size of a grout joint. It is important to discuss it with both your architect and installer.

ARE TERRAZZO TILES AND SLABS PRE-SEALED?

We always send our tiles in a natural state; therefore they must be always sealed upon installation. When needed, the necessary treatment products can be sent along with the material but they would have to be applied on site.

DO I NEED TO SEAL THE TERRAZZO SURFACES?

Yes. Sealing is essential to protecting the beauty and ensuring the longevity of any terrazzo.

WILL MY TERRAZZO COUNTERTOP BE STAINED BY WINE OR ACIDS?

Acidic liquids commonly used such as vinegar, lemon, soft drinks, fruit juices, and wine can erode the surface, causing the loss of brightness of any marble material.

If it is correctly sealed, it will not absorb stains. Acidic liquids should not be left to sit on the surface as they will eventually eat through the sealer and stain the tile.

HOW DO I MAINTAIN TERRAZZO TILES?

The tiles should be cleaned with pH-neutral soap and water. Do not use any acids or bleach on these tiles. If sealed with a topical sealant, they may need to be resealed every couple of years.

NWT Materials 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 references in stock.
- There is a 15 sqm minimum order per references not in stock.

■ 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 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 NWT Terrazzo Tiles 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 terrazzo: 5 to 12 weeks to ship, depending on the production schedule.
- Custom designed terrazzo: 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.

■ CUSTOM PROJECTS

Please inquire us about custom developments.

- Custom projects are priced accordingly.
- Custom sizes are available for an additional charge.

■ 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, chips and structure are inherent characteristics of NWT Terrazzo and are not defects.
- Although NEW TERRACOTTA provides Installation and Maintenance guidelines, its liability is strictly limited to the supply of products.

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