



# General Information

Villa Lagoon Tile - Cement Tile Basics

Welcome to the World of Cement Tiles...We hope you find our selection of tiles and colors the best available. We are confident the tiles we make and sell are of the highest heirloom quality. If properly installed and cared for your tiles will last for generations.

## ==== *About Cement Tile* =====

- Cement tiles are completely hand crafted one at a time by skilled artisans. No two tiles will ever be exactly alike.
- Cement tiles are not painted...the color layer is poured 3-5mm deep and composed of ground marble, white Portland cement, white sand, and color pigments. The remainder of the tile is Portland cement, sand, and aggregate...just like your sidewalk
- The basic process is unchanged since it was invented in Europe, in the mid-19th Century.
- Like all natural stone, cement tile will patina gracefully with time.
- Cement Tile is non-fired; it cures naturally like standard concrete
- Cement Tile is a "Green" product. All mineral-based, with low energy requirements to produce.
- All cement tiles have some variation in color...Remember, they're hand-made. The variation in color is part of their character and provides "movement" to the floors or walls. It is part of their charm...not a defect.
- With proper installation and sealant, cement tile can be used indoors and out, on both commercial and residential floors and walls, as well as in wet areas and heated floors.
- Cement Tile is porous, and must be sealed to protect against moisture, stains, and ground in dirt.
- **All cement tiles MUST be sealed. This is the KEY TO HAPPINESS with your floor.**

## ==== *When Your Tile Arrives...* =====

- **Inspect** the pallet and a couple boxes of tile to ensure the tiles are not damaged. Any damage **MUST** be noted on the driver's paperwork.
  - Take photos and call Villa Lagoon Tile immediately if you see damage.
  - Villa Lagoon will make every effort to try and provide full replacement of any broken tiles, of the same or comparable type and color.
  - Villa Lagoon Tile **MUST** be notified within 30 days of any manufacturing defect claim.
  - No claims will be accepted on installed tiles.
- Villa Lagoon Tile makes no guarantee with regard to installation, including but not limited to: suitable use of the tile for a particular use, wear and tear due to improper installation and sealing.
  - Installation costs are not included in any agreement with Home Depot.
  - During installation, pull tiles from different boxes to minimize any color variation between boxes of tiles.
- Your shipment of tiles will be raw tiles...unsealed and **MUST** be stored indoors until they are installed. If the boxes get wet, it may stain your tiles.
- Please be sure your tile-setter follows our Installation Guide.