



Simes Studios Glass Tile Terms and Conditions

Ordering:

Please calculate and double check quantities needed for accurate ordering. Keep in mind that additions or changes to the original order could delay the delivery date and may result in color or production variation. Ordering extra tiles with your order is recommended to ensure matching. Production time for all orders is 6-8 weeks.

Payment and Shipping:

All orders require a 50% deposit, including freight at the time of placing the order. The 50% balance is requested prior to shipping the order. Shipping is the responsibility of the buyer/client.

Returns:

Returns will be accepted within 30 days of receipt of the order. The product must be in its original condition and packing. All returns will be charged with a minimum 20% return process fee. Claims for product defects, shipping damage or shortages must be made within 48 hours of receipt. Installation of material constitutes acceptance.

Use:

Our eglomise tiles are recommended for feature walls and backsplashes and are not suitable for horizontal surfaces or certain wet installations such as hot tubs, swimming pools, and steam rooms.

Care and Cleaning:

To preserve the beauty of our product, please do not use scouring pads, abrasive agents or heavy cleaning solutions. Cleaning with a soft cloth and a mild, non-abrasive PH neutral cleanser such as Windex® or similar glass cleaners are acceptable. A mild solution of water and vinegar is also acceptable.

Variation:

Simes Studios glass tiles are individually hand painted and gilded. As a result of this process slight variations will occur, as each tile is an individual piece of art.

Installation:

Upon receiving the glass tiles, please inspect each piece and layout prior to setting, to allow for desired color blend. An experienced tile setter is recommended for all installations. We recommend using the tightest possible grout joints, for additional beauty of display.

Surface Preparation:

Make sure surface is structurally sound, smooth, even and moisture/grease/dirt free. Tiles can be installed on green board, cement board, plywood or particle board. Please check with installer.

Acceptable Setting Systems:

Dow Corning 795 silicone building sealant. May be used as setting and grouting system.

Mapei Kerapoxy. May be used as setting and grouting system.

Mapei Planicrete W. May be used as setting and grouting system.

Additional Acceptable Grouting Systems:

Laticrete Spectralock Pro Grout, for wider color range.

Non-Acceptable Setting Systems:

Organic Adhesives (Mastic) – due to yellowing and low bond strengths

Epoxy – due to lack of flexibility and possible degradation in UV sunlight

White Thinset Mortar – due to alkali interaction with metallic pigments

Any system not included on the Acceptable Setting or Grouting Systems lists above

Application for Dow Corning 795 setting system:

1. On the back of your first tile, apply a dollop of 795 silicone sealant in each corner and one at the center.
2. Press firmly into place on wall applying pressure.
3. Make sure tile is level leaving the smallest possible grout joint , 1/ 32” or less, between each tile.
4. Repeat
5. Allow at least 24 hours to cure.
6. Apply clear Dow Corning 795 silicone to seal all grout lines properly. Please follow manufacturer’s directions regarding drying time and wiping of excess grout.

Application for Mapei Kerapoxi:

Please follow manufacturer’s detailed directions for use as setting system and grouting system.

Application for Mapei Planicrete W:

Please follow manufacturer’s detailed directions for use as setting system and grouting system.

Cutting:

If cutting is necessary we recommend using a standard glass cutter. For larger projects you can use a diamond saw with proper water cooling. Glass tile will break if cut without adequate cooling when cut with a wet saw. Likewise for drilling, you will need to use diamond drill bits, or diamond core hole saw/drill bits for larger holes, which also require water cooling. The edges of the cut tiles should be lightly wiped with 100 grit sand paper or appropriate similar product, to dull the glass edge and prevent injuries. The recommended blade is a continuous rim blade. Do not use a serrated blade as that may chip the glass. A thinner blade will give a cleaner cut. Always cut from the front side of the tile to avoid damaging the back painted and gilded surface.

Always wear necessary protective gear before cutting or installing glass tiles.