



**TAJIMI
CUSTOM
TILES**

ORDER PROCESS
Overseas

1. How to order custom-tailored tiles

Custom-tailored tiles made according to your design are our speciality. With our experience and production set-up, we are able to offer competitive prices at relatively low quantities.

- 1 In the inquiry form, please describe your project and the tile you would like to have made. Feel free to get inspired by the tiles on our start page and refer to specific tiles using their product code. If you have sketches, images or drawings of your tile design, you may attach the data with the corresponding button.

Also, if available, please provide the following helpful information:

- The required quantity (square meters / square foot)
- The desired delivery date
- The place of delivery
- Where the tiles will be used (outdoor, indoor, floor or wall).

- 2 We will usually reply to your request within 5 business days. After a first assessment, we will contact you to discuss the project in detail. We can also send you existing samples that may be helpful. After the details are clarified, we will issue a cost estimation.
- 3 Once you notify us that you want to proceed with the order, we will produce a first prototype of your tile. Costs might apply at this stage. If costs do apply, we will give you a quotation and negotiate the payment details beforehand.
- 4 When you receive and approve the tile prototype, we will send you a pro-forma invoice with the shipping and payment details.
- 5 As soon as we receive payment, we will start with your tile production, and ship the tiles upon completion.

TAJIMI CUSTOM TILES' handling of personal information and designs:

Personal information and designs entrusted to us by our customers will be carefully safe guarded. They will not be disclosed to a third party, unless one of the following cases apply:

- If we receive our customer's consent
- If we we entrust a contractor to perform the service that the customer desires.
- If it is necessary to disclose the information in accordance with laws and regulations