



**TAJIMI  
CUSTOM  
TILES**

## 2. How to order customized tiles

Instead of creating a full custom-tailored tile made from scratch, you can also customise existing tiles. For example, the specific glaze or colour of one tile can be combined with the shape and size of another. Customised tiles have the advantage of a lower price point than a fully custom-tailored tile.

- 1 Start on the “sample tiles” page, choosing the tile with your desired shape or size, and the tiles with a texture and/or colour that matches the tile you would like to make.
- 2 Next, in the inquiry form, describe your tile concept. Please be specific and detailed, and refer to the tiles on the “sample tiles” page using their product code:
  - Example 1: Tile size 90x90x15mm, with the colour of MS\_084
  - Example 2: The shape and size same as OH\_055, but with the colour of OH\_045
  - Example 3: Size and shape of MR\_006, but in the colour Pantone No.####Also, 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).While not all combinations are possible, either technically or within a specific budget, we will work with you by showing you alternative possibilities and by suggesting other, similar solutions that suit your project and budget.
- 3 We will usually reply to your request within 5 business days. We will send you a project assessment and a quotation. We can also send you existing samples that may be helpful for the process.
- 4 Once you notify us that you want to proceed with the order, we will produce a prototype of your tile. Costs might apply at this stage. In that case, we will give you a cost estimate beforehand.
- 5 When you receive and approve the tile prototype, we will send you a pro-forma invoice with the shipping and payment details.
- 6 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