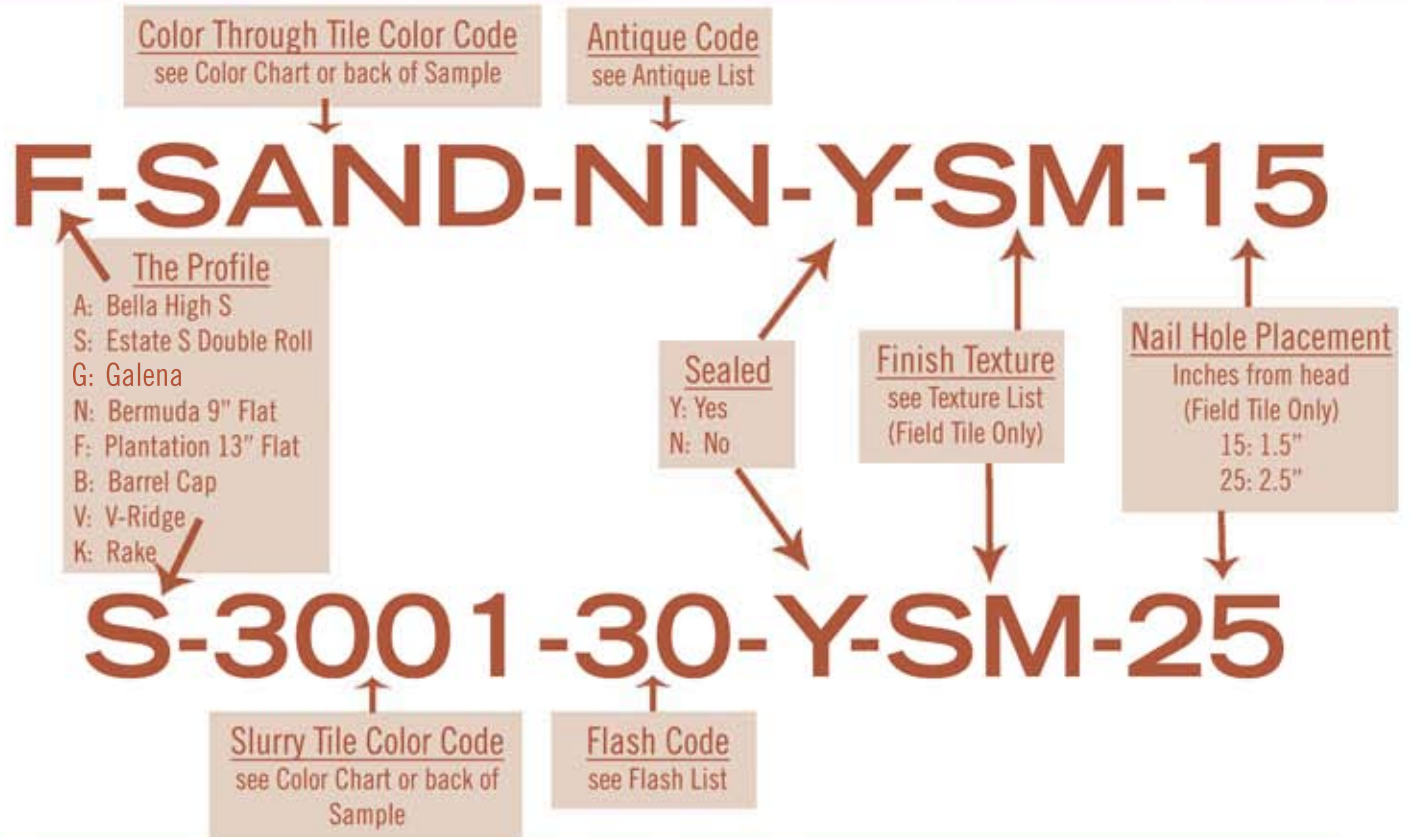


# Product ID System



Once you have placed your order, we will send you an order confirmation. Please review it carefully to confirm the order is correct. Once you release the order for delivery, it cannot be changed.

We recommend that all orders be faxed to our Customer Service Department.

**Toll Free Fax: 877.611.1187**

Any questions you may have, please call 800.586.7663 and ask for your Customer Service Representative.

We must be able to gain adequate access to the building in order to load tile on the roof. Buildings that do not allow us to gain access from at least three sides safely may be subject to an access charge. If you feel you may have an access problem with this job, contact us and we will have the site checked and advise you of any additional costs.

We cannot be responsible for damages that may occur during delivery to sprinklers, driveways, sidewalks, curbs, grass, septic systems, or landscaping.

Tiles are produced as close to samples as possible. The variability of raw materials, efflorescence, and other factors beyond our control may cause the actual colors of the tiles to vary. Concrete roof tiles go through various stages of efflorescence. This may result in some variation of the roof color. This is a natural process that takes place in all concrete products and in time, the tiles will turn to a consistent color.