



Handmade tiles. Bespoke designs.

Terms, conditions and ways of working with our trade clients

Our goal

We aim to provide you with unique, handmade tiles and a client-oriented service that is responsive and tuned to the situation and vision of our clients. If we fail to live up to this, you can contact us and we will do our best to resolve the issue.

Our team is available at hello@smink.studio or via telephone on +31 6 4767 8227.

Samples

The first step is always to see physical samples and a typical sample pack will contain two or three tiles and a number of colour chips. There are endless possibilities with made-to-order tiles so our sample packs aim to show you tiles which are as close as possible to the designs and colours that you have in mind. Inevitably though, we can only keep a limited range in sample stock and we are usually unable to include specific tiles in specific colours.

We provide one free sample pack per project to registered trade clients and charge only for subsequent packs.

Layout designs

We create a layout design for each project. This bespoke design service is included in the cost of the tiles.

It is important that colour choices are made before the design process starts and that physical tile samples and colour chips are used to make this choice. We recommend playing with the colours and finding a colour or combination of colours that you feel works for you. If possible, look at the colour samples in the location where they will be installed. We are happy to offer advice.

If the design process begins before colours are chosen, the end client can often be influenced by the colours that they see on screen. As all designers know, colours on

screen are difficult to display accurately and different screens will display the same colour slightly differently. For this reason colours in the layout design should not be taken as accurate. The purpose of the design is to achieve the desired layout of tiles only.

Once we have created the initial design, we work with you to refine and develop the layout design so that it meets your vision.

The order process

When the design process is complete, we will recommend a certain amount of overage, normally 10%, and ask you to confirm this. When the design and overage are agreed, we will ask for a transport quote. This involves contacting a range of couriers to find the best quote. Once we have a transport quote we will prepare a draft invoice for you to review. When you confirm that the details of the draft invoice are correct, we will issue the final invoice.

Payment

We request payment in full before the order is confirmed. This minimises the amount of paperwork. If you would prefer to pay a deposit and the balance just before dispatch, please let us know.

Prices

Our screen-printed and Relief wall tiles are €385m² / \$43sf*

Our floor tiles are €495m² / \$50.

All prices are excluding transport, VAT or import taxes and any import costs that your country or an import agent may apply. We do our best to warn you of tariffs and import fees that may be applied and can sometimes estimate what they will be, but we

this stage of the process is beyond our control and we take no responsibility for the amount charged.

**2026 prices, up to a maximum of two screen-prints per tile*

Discount

As a trade client, you receive an automatic 10% discount on the cost of tiles.

Samples

We provide one free sample pack per project. As there are endless possibilities with made-to-order tiles, our sample packs aim to show what we can produce for you, but we are usually unable to supply specific tiles in specific colours because we keep limited sample stock. A typical sample pack will typically contain two or three tiles and a number of colour chips.

After the first free pack per project, we charge the cost of delivery and tiles for subsequent packs.

Quantities

Unless otherwise stated, we calculate:

- 50 tiles per m² / 4.65 tiles per square foot of our standard square tiles
- 33 tiles per m² / 3.05 tiles per square foot of our standard rectangular tiles.

Minimum order quantity

Due to the set-up costs involved in preparing and cleaning the line for a particular glaze as well as preparing and cleaning the silk screens used in screen-printing, there is a minimum order quantity of 3m² / 33sf / 150 tiles. For Relief tiles this is per glaze colours and for screen-printed tiles per base glaze (white or cream).

Sizes

As our tiles are handmade, a certain amount of variation is possible in size. We conform to ISO10545-2 which specifies an acceptable variation of $\pm 2\%$. That means a maximum of $\pm 2.8\text{mm}$ for our square tiles and $\pm 4\text{mm}$ for our rectangular tiles. When tested according to these criteria, our tiles fell well within this range.

Wall tiles: our standard square screen-printed and Relief wall tiles are $14 \times 14 \times 1\text{cm}$ / $5.5 \times 5.5 \times 3/8"$.

Our standard rectangular screen-printed wall tiles are $30 \times 10 \times 1.2\text{cm}$ / $11-13/16 \times 3-15/16 \times 1/2"$ (slightly smaller than $12 \times 4"$).

Floor tiles: our standard square screen-printed floor tiles are $14 \times 14 \times 1.4\text{cm}$ / $5.5 \times 5.5 \times 9/16"$.

Our standard rectangular screen-printed floor tiles are $30 \times 10 \times 1.4\text{cm}$ / $11-13/16 \times 3-15/16 \times 9/16"$.

Other sizes are always possible though there may be a different cost.

Lead times

The production lead time is usually around 8 weeks plus around 14 days for delivery. This is our best estimate but we can't guarantee these lead times as occasionally something goes wrong in the kiln and we need to remake tiles.

Lead times are likely to be a little longer during the summer holiday and the new year period.

Payment terms

50% part-payment or full payment is required to confirm the order and begin the production process. Full payment is required before the tiles are dispatched from the factory.

Once an order is confirmed through payment, the production is scheduled in and may begin at any time. At the moment that production begins, we incur costs and for this reason it is not usually possible to cancel or adjust an order once it has been placed. We will do our best to help in this situation but can not guarantee that it will be possible.

Floor tiles

Our floor tiles are 1.4cm / 9/16" thick. They are pressed to make them flatter and more robust than our wall tiles. The longevity of a floor tile installation is primarily dependent upon the sub-floor. This must be solid and stable so that there is minimal movement over the long term.

We recommend matte glazes for our floor tiles as these offer more grip when wet. All our screen-print colours can be applied to a matte glaze but Relief tiles often do not have a matte equivalent. Contact us for a colour card for matte glazes.

The DCOF rating for our floor tiles with a matte glaze is R9. We rely on our clients to verify that this is sufficient for their situation and the regulations that apply there.

Delivery

Delivery is carried out by the courier companies that we contract to deliver your tile order. They are responsible for how and when they deliver but if you have specific requirements, please let us know and we will pass them on to the courier. The courier should contact you before attempting delivery to check that you are available, although from experience we know that this occasionally doesn't happen.

Receipt of order

In the unlikely event that a parcel arrives damaged or faulty please contact us immediately. After 24 hours, our insurance precludes us from accepting any claims.

In order for this insurance to be valid, the customer need to inspect and check the contents of the pallets and boxes with the delivery person before signing and dating the waybill or delivery slip or providing an electronic signature to acknowledge delivery.

If any damage is found, the goods can be refused and the reason must be clearly written on the delivery slip. If it is not possible to check the goods at the moment of delivery, the following statement should be added to the waybill: "Goods subject to further inspection". If no note is added to the waybill, all responsibility that normally rests with the carrier or manufacturer is automatically passed onto the person who signed the waybill (or delivery note), making it therefore no longer possible for problems to be rectified.

Breakage and overage

We will recommend a particular amount of overage during the order process. The overage is to cover the possibility of tiles arriving broken, breaking during installation or future repairs. If tiles arrive broken, then please let us know within 24 hours. If less than the recommended amount of overage tiles arrive broken, we will refund the cost of these tiles but not produce replacement tiles. If more than the recommended number of overage tiles arrive broken, then we will produce replacement tiles and resend them. We will do this as quickly as possible but please note that the same lead times and delivery times as normal may apply. We also cannot guarantee total consistency in glazes and colours between different batches.