



Roca

**Product Catalogue
2025 - 2026**

About Roca Tile - Lamosa Group



Over 100 years of history to become a worldwide leader in tile manufacturing and distribution.

Roca Tile has been growing in the past decades adding showrooms and distribution centers in strategic locations to provide worldwide service. The company's product range offers solutions for multiple uses, from versatile wall tile to highly resistant indoor and outdoor floor tiles, including solid colors, marble, wood, concrete, stone, decorative tiles and a wide array of complementary pieces and mosaics.

On September 1st, 2021, Roca Tile became part of the LAMOSAS GROUP, founded in 1890 by Bernardo Elosua & Viviano Valdes in 1890 in Monterrey, Mexico's industrial cradle. 130 years later, Lamosa has become one of the largest manufacturers of ceramic tile in the world with 20 tile production plants in 6 different countries, with yearly production exceeding well over 200 million square meters. All this is possible thanks to more than 9,000 employees who manage each day to take the company to its current position following the company's drive for constant innovation and continuous improvement in products and a company culture based on service, technology and sustainable innovation.

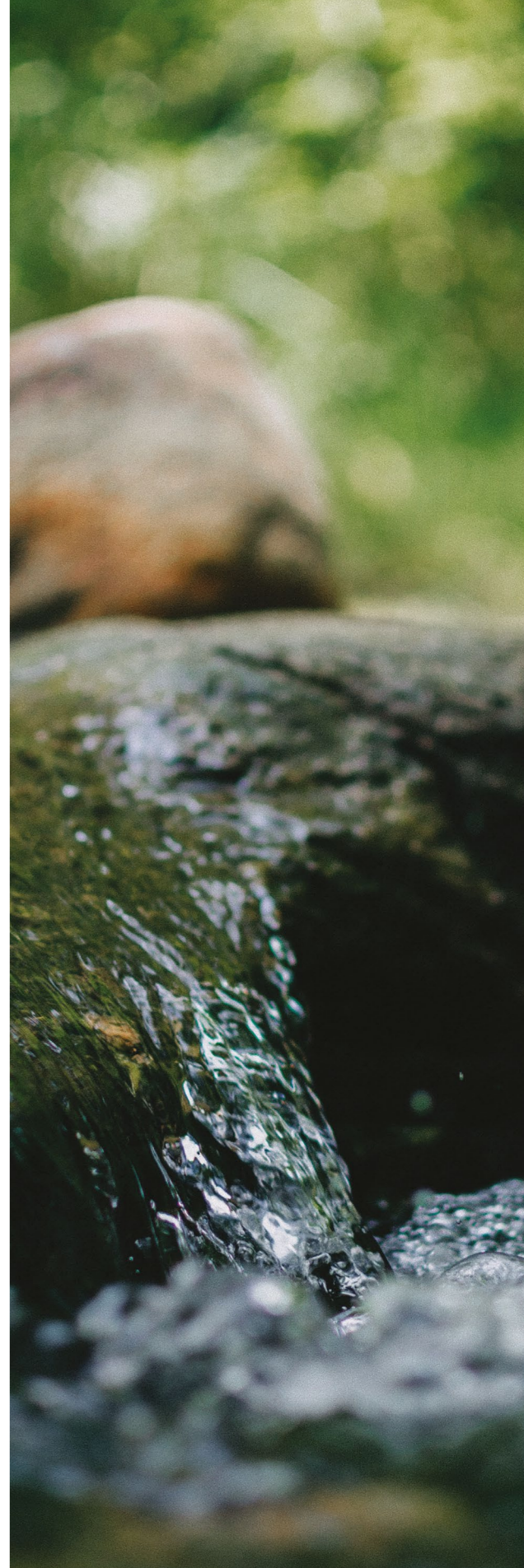
With the acquisition of Roca Tile, the Lamosa Group strengthens its leadership in the industry, expanding its global footprint into new markets—including Canada. Committed to innovation and excellence, we aim to exceed customer expectations and stay ahead of market trends.

Sustainable with conviction

At Roca, our commitment to the environment goes beyond compliance with the regulations in force, taking measures in accordance with the circular economy to reduce our impact on the environment, with the reduction of material consumption and the reuse and recycling of natural resources such as water.

All Roca products can help you obtain a better score in the LEED (Leadership in Energy and Environment Design) metrics, the most widely used Green Building Certification for sustainable buildings, so that our tiles contribute to the improvement of the environmental characteristics and facilitate the sustainability certification of the buildings where they are employed.

We apply rigorous continuous improvement and sustainable criteria programs at all phases of our production processes, which are reviewed externally on a regular basis with the Integrated Environmental Authorization (AAI), ISO 14001, ISO 14021, ISO 9001, DAPcons®, GlobalEPD, UPEC and CCC certifications; as a guarantee of quality and environmental compliance of our wall and floor tiles.





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Wall Collections



Flow Frost Bright 3"x12"

Color Collection

Ceramic Wall





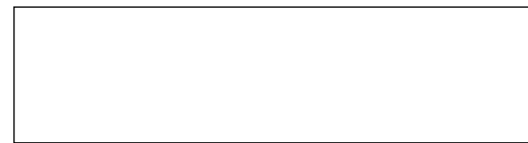



4"x16" 11x40 cm	4"x12" 10x30 cm	3"x6" 7.7x15 cm	3"x12" 7.7x30.5 cm
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Our flagship collection. This classic has been revamped with a variety of formats and finishes to make it more modern and versatile. Ideal for any commercial or residential space, let our color palette be the inspiration for your next project.

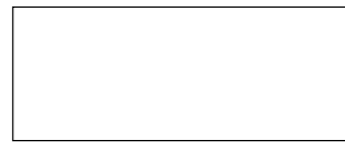


White Ice Bright 4"x16"



4"x16" Bright
U081-416-1P

4"x16" Matte
U281-416-1P



4"x12" Bright
U081-412

4"x12" Matte
U281-412



3"x12" Bright
U081-312

3"x12" Matte
U281-312



3"x6" Bright
U081-36NU

3"x6" Matte
U281-36NU



White Ice Matte 3"x6"

Artesano

Ceramic Wall



Handmade look tiles inspire Artesano. Features a broader offer of neutral colors, it's perfect for adding a touch of luxury to any room. Artesano provides a timeless look in every space where its placed.



HANDMADE

Artesano Neu Gray 3"x12"



White Ice



3"x12" Bright
UARWHIBG312



Neu Gray








3"x12" Bright
UARNEUBG312



Artesano White Ice Bright 3"x12"

Flow

Ceramic Wall & Gres Stoneware

 7 mm |
  |
  B |
  V2 |
  25% RECYCLED |
 4"x16" 11x40 cm |
 3"x12" 7.7x30.5 cm

Inspired by the movement of water, our Flow collection transforms any room with its fresh color palette and unique texture, creating a space that stimulates the senses. Far from the traditional handmade tiles, this collection creates the ideal oasis for anyone that loves feeling revitalized and enjoys modern adaptations of classics.



Flow Tender Gray 3"x12"



Frost



3"x12" Bright
FLOFWH11-312



Tender Gray



3"x12" Bright
FLOTG10-312



Flow Frost Bright 3"x12"

Zellige

Ceramic Wall

8.5 mm |  |  | **2.5"x16"**
6.5x40 cm

Inspired by ancient Moroccan tiles, the glossy finish and long, rectangular shape, irregular edges, and exquisite color range of the Zellige series are bound to create magical spaces.



HANDMADE

Zellige Tender Gray 2.5"x16"



White



2.5"x16"
FHSEOMNOT1



Tender Gray



2.5"x16"
FHSEOMNTG1



Zellige White 2.5"x16"

June

Ceramic Wall



Lines, touch and color merge into June bringing calmness in its purest form. Its stone appearance fuses a careful printing and relief technique with neutral shades of gray or graphite and subtle flashes of light similar to those generated by the sun in natural stone. Once laid out, it faithfully maintains the appearance of a limestone that brings to mind white and pearly sea sands with a soft, diverse texture and rich in nuances.



Suite Caliza



12"x36" R
FIDA1AWZAI



Suite Gris



12"x36" R
FIDA1AWO21



June Suite Caliza 12"x36" R

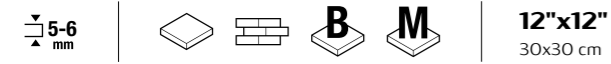


Wall & Floor Collections

Abbey Roble 8"x48" R & Suite Abbey Roble 12"x36"

CC Mosaics

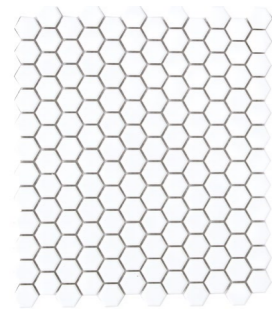
Glazed Porcelain Mosaics



Fun, versatile, colorful, mosaics have it all. The CC Mosaics collection will add an upbeat and dynamic flair to any room. Ideal for floor or wall applications, with these porcelain mosaics the possibilities are endless. Mix and match different colors or designs, let your imagination run loose and re-invent your space.



CC Mosaics 2"x2" Black Matte 12"x12" Hexagon



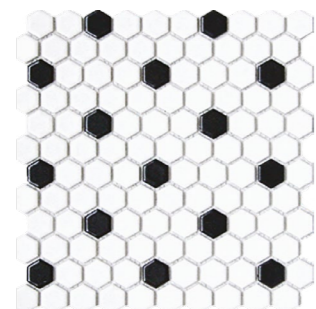
White Matte 1"x1"
12"x12" Hexagon
UFCC104-12MT



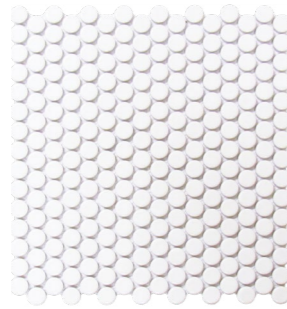
White Matte 2x2"
12"x12" Hexagon
UFCC102-12MT



Black Matte 2x2"
12"x12" Hexagon
UFCC103-12MT



White & Black Matte 1"x1"
12"x12" Hexagon
UFCC105-12MT



White
12"x12" Penny Round
Bright / UFCC109-12MT



White Matte 12"x12" Hexagon

Rockart

Natural Stone & Glass Mosaics

8.5-9 mm |   | **10"x11"** 25x28 cm | **12"x12"** 30x30 cm | **12"x13"** 30x33 cm

Our Rockart stone mosaics add sophistication along with an element of design to any space. Explore the different colors, shapes and finishes this series has to offer.



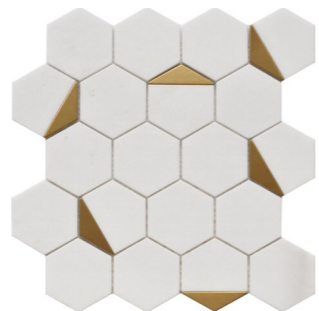
Rockart Carrara Marble Hexagon 12"x12" Mosaic



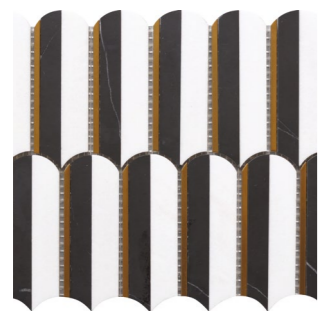
Carrara Marble Hexagon
12"x12" Mosaic
FWMGST1001



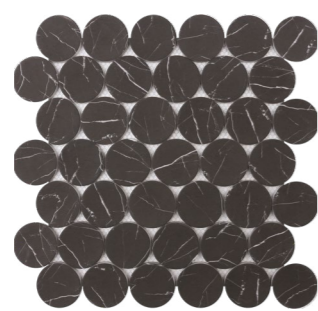
Statuary Dots
12"x12" Mosaic
FWMRGLD002



Thassos Hexagon
12"x13" Mosaic
USTOCWM09



Oval Nero Marquina & Thassos
10"x11" Mosaic
USTMOVWM01



Nero Marquina Dots
12"x12" Mosaic
FWMRGLD001




Oval Nero Marquina & Thassos 10"x11" Mosaic

Our Rockart Collection presents a high degree of shade variance inherent in natural stone products. If consistent color is required, we recommend purchasing 25% more product to achieve the greatest uniformity possible. Should you require a uniform appearance, we suggest looking into porcelain mosaic alternatives.

Nordico

Matte & Polished Porcelain

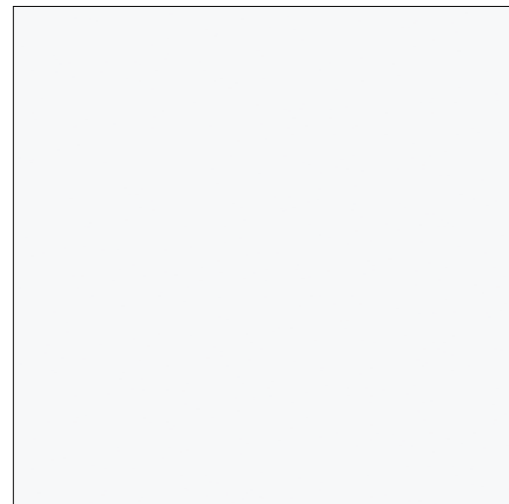
8.5-10 mm |  | **24"x24" R**
60x60 cm

As simple as it gets. A bright white glazed porcelain tile that adds dimension and clarity to any abode. Our Nordico collection is composed of three sizes as well as a polished and unpolished finish, providing a crisp ambience that will leave you feeling fresh and serene.



INDUSTRIAL

Nordico UP 24"x24" R



Nordico



24"x24" R UP
INCO8DA0001A












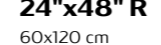
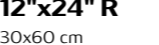

24"x24" R PO
INCO6DA0001A



Nordico UP 24"x24" R

Calacata Gold

Matte & Polished Porcelain - Ceramic Wall

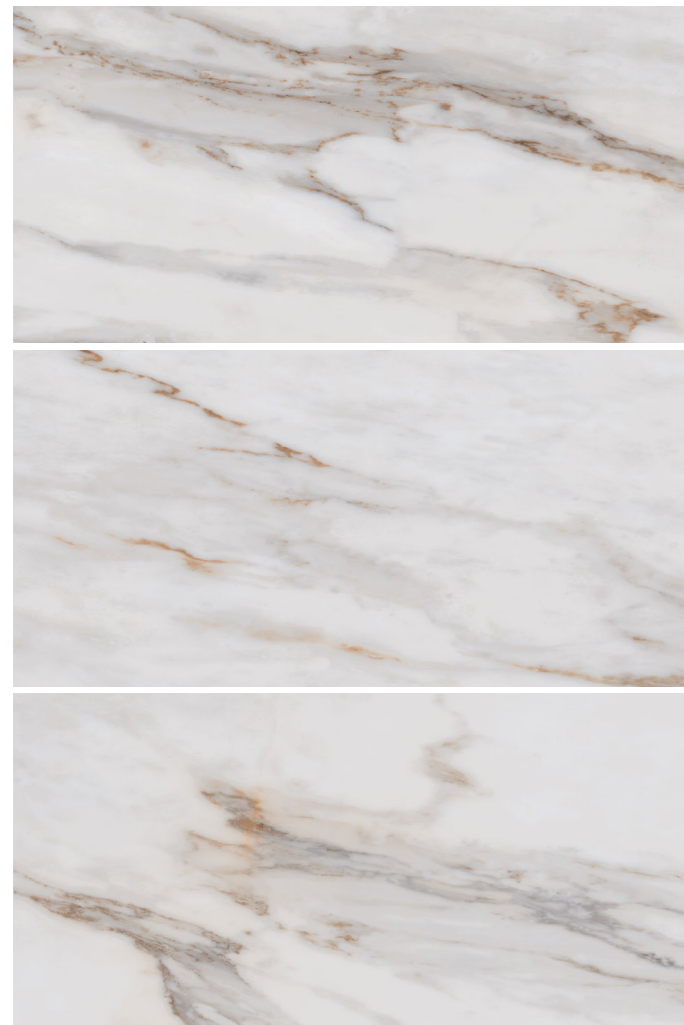
 7 mm |
 











The Calacata Gold generates unique atmospheres and vivid spaces offering a balance between its matte and polished finishes. Also adding warmth through the it's gold veining, making way for versatile combinations with different elements.



MARBLES

Calacata Gold 12"x24" R



Gold



24"x48" R UP
UCALGMT2448R



24"x48" R PO
F070254G01



12"x24" UP
FCGPPR5171



12"x24" R PO
FCGPERS1711



Calacata Gold 12"x24" R

Lassa White

Matte & Polished Porcelain - Ceramic Wall

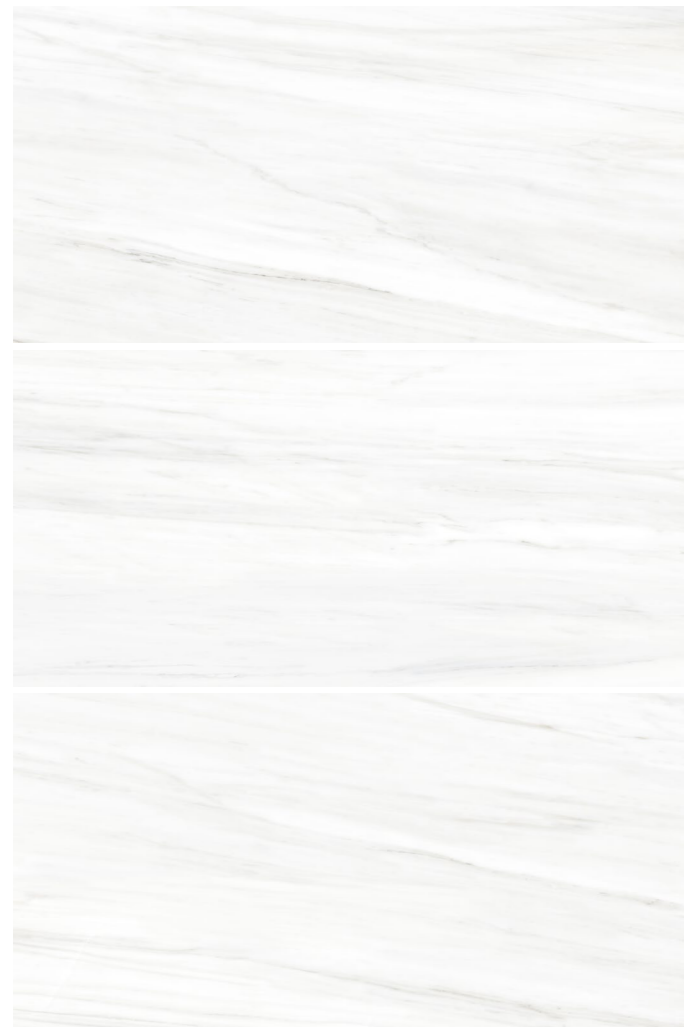
24"x48" R 60x120 cm **12"x24" R** 30x60 cm **12"x24"** 31x61 cm

Relaxed and serene beauty is created through the delicate visual interplay of the parallel lines and subtle changes in tone of the Lassa White. Also offering the ability to play with finishes, adding brightness or minimalism to designs.



Lassa White 24"x48" R UP

MARBLES



White



24"x48" R UP
ULAWHGP2448R



24"x48" R PO
ULAWHPO2448R



12"x24" UP
FLWPPR5A31



12"x24" R PO
FLWPER5A31



Lassa White 12"x48" R PO

Marble Dolomita

Glazed Porcelain - Ceramic Wall



24"x48" R
60x120 cm

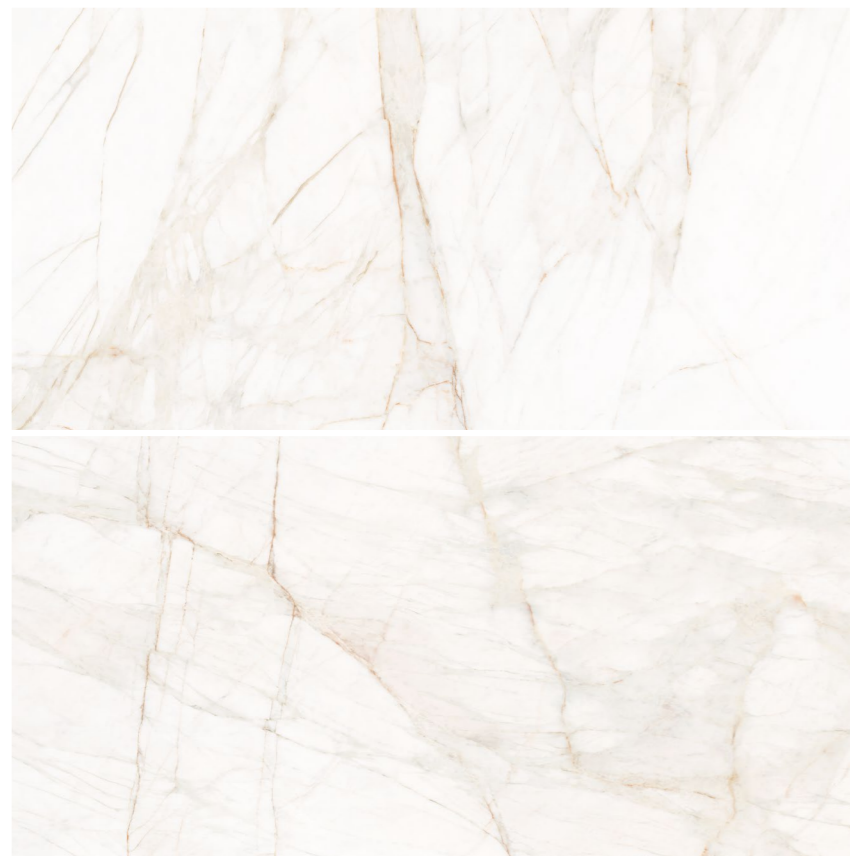
12"x24" R
30x60 cm

Dolomita is an advanced material that mimics the tranquility and sophistication of natural stone. Its refined production process yields a marble-like look with shiny copper and soft grey veins on a pearly white base. This blend achieves a visually striking and harmonious appearance.



MARBLES

Marble Dolomita 12"x24" R & Suite Marble Dolomita 12"x24" R



Marble Dolomita



24"x48" R
F716A54011



12"x24" R
F716A57011




Suite Marble Dolomita



12"x24" R
F71B1MV011

Marble Lincoln

Glazed Porcelain - Ceramic Wall


24"x48" R 60x120 cm **12"x24" R** 30x60 cm

The Lincoln Series moves between art and nature. Its fine jet-black glossy veins leave their mark on the intense matt white and evoke the beauty of the kintsugi technique, a timeless and elegant technique of great aesthetic standing. The 24x48 rectified format provides the visual sensation of a high-impact, seamless space.



MARBLES

Marble Lincoln 12"x24" R & Suite Marble Lincoln 12"x24" R



Marble Lincoln



24"x48" R
F926A54011



12"x24" R
F920A57011



Suite Marble Lincoln



12"x24" R
F92B1MV011

Port Noir

Glazed Porcelain

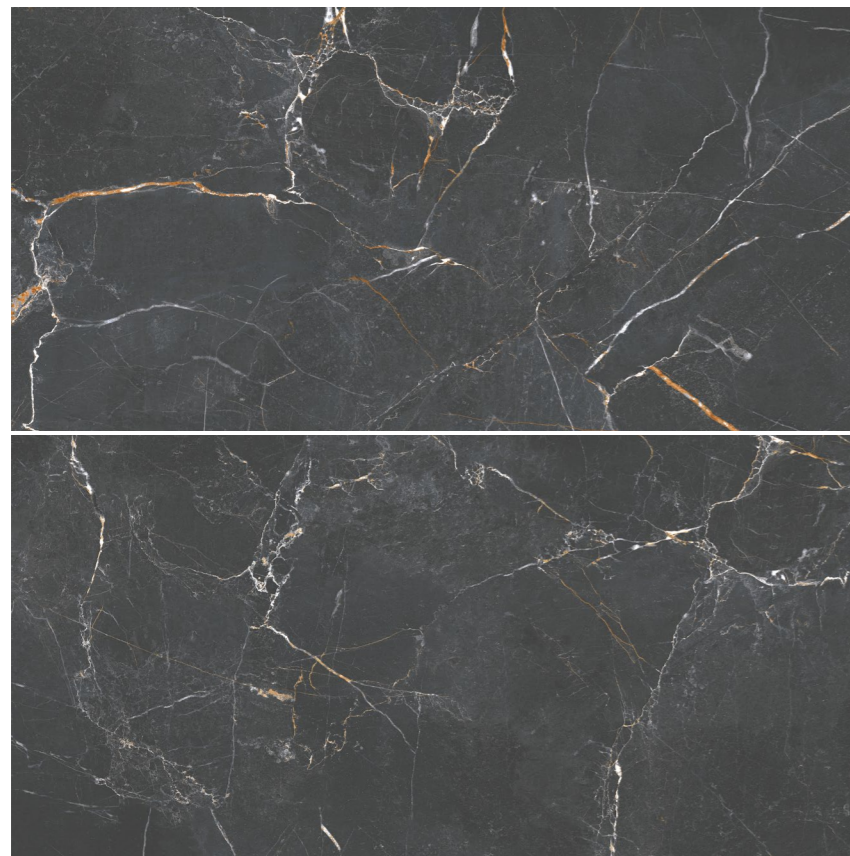


The contrasts created by the matte and intense striated graphite surface together with streaks of bright and fractured white veins that cross it, give the Port Noir series a sumptuous aesthetic and ideal qualities for both flooring and wall cladding uses.



MARBLES

Port Noir 24"x48" R



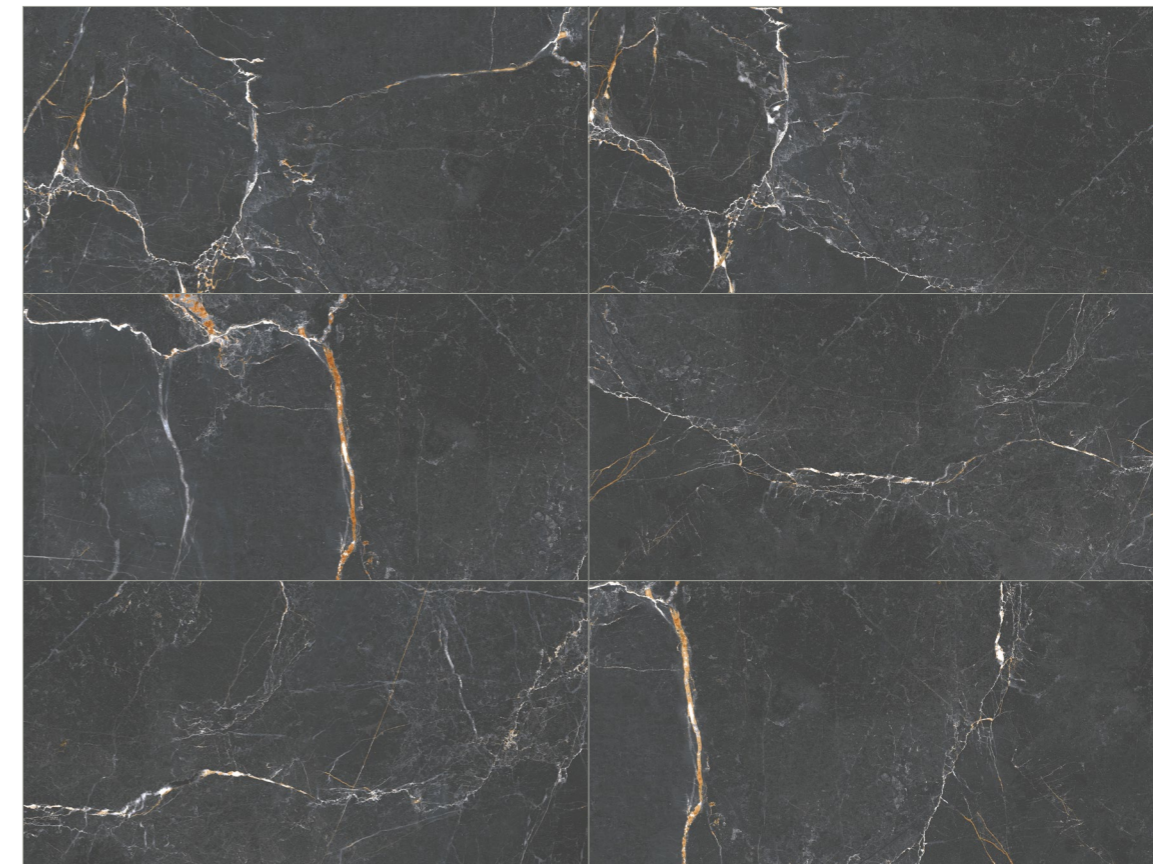
Port Noir



24"x48" R
FIK6A54161



12"x24" R
FIK6A57161



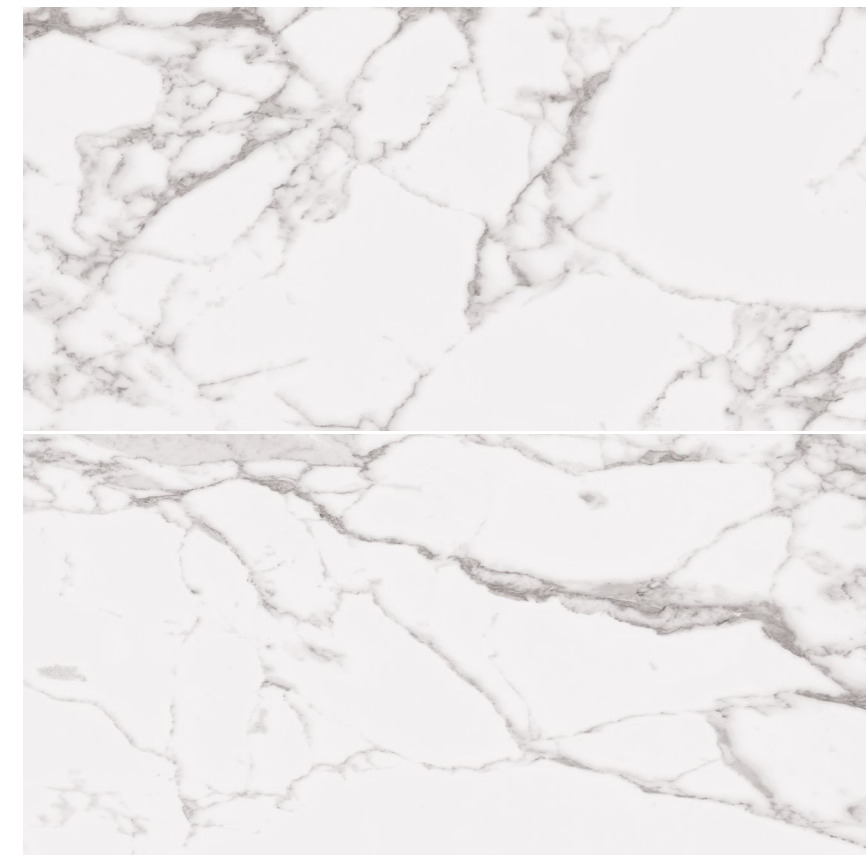
12"x24" R

Statuary

Matte & Polished Porcelain

7-8.5 mm | **P** **M** **V3** **slim** **25% RECYCLED** | **24"x48" R** 60x120 cm | **24"x24" R** 60x60 cm | **12"x24" R** 30x60 cm

Statuary, the spirit of marble. A contemporary take on natural Italian marble setting new standards in styles and trends whilst conserving all its prestige and quality. A faithful ceramic adaptation of the marble par excellence. The same texture, the same aesthetic effect, but with more design input and enhanced functionality.



Statuary UP



24"x48" R
USTAUUPI1LBV



24"x24" R
USTATUPI6IV



12"x24" R
UFSTUR101-1224



Statuary PO



24"x48" R
USTABPO2448R



24"x24" R
USTATPO16IV



12"x24" R
UFST100-1224PO



Lithology

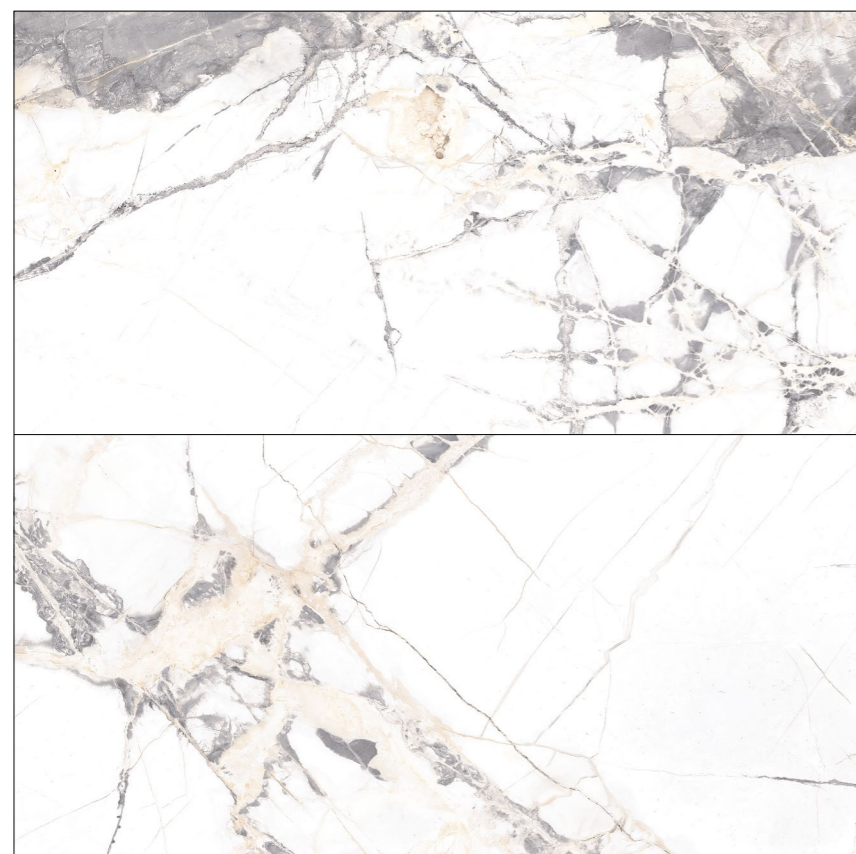
Glazed Porcelain - Ceramic Wall

8.5 mm |     | **12"x24"**
31x61 cm

MARBLES - STONES - CONCRETES



Ibiza White 12"x24"



Ibiza White



12"x24"
UIBIZAF16BV



Ibiza White 12"x24"

Lithology

Glazed Porcelain

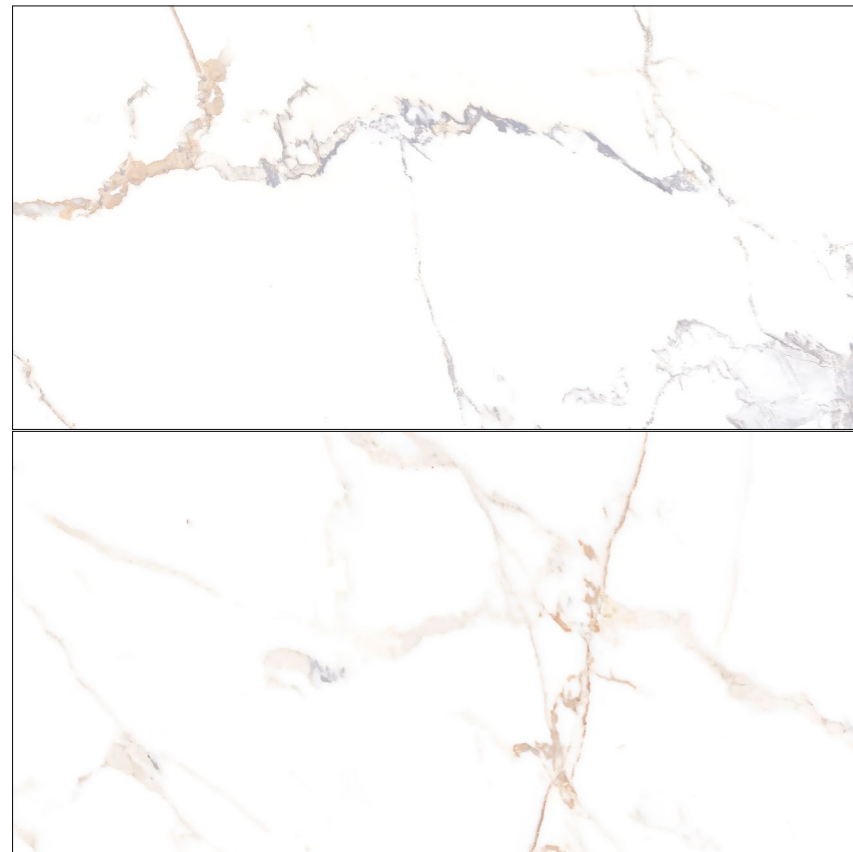
8.5 mm |  | **12"x24"**
31x61 cm

Marbles and stones with neutral color palettes. These series will be ideal to create minimalist spaces. With a soft carving effect and a low relief that will add dimension to any space.



MARBLES - STONES - CONCRETES

Polaris White 12"x24"



Polaris White


12"x24"
UPOLAR116BV



Polaris White 12"x24"

Avalon

Glazed Porcelain



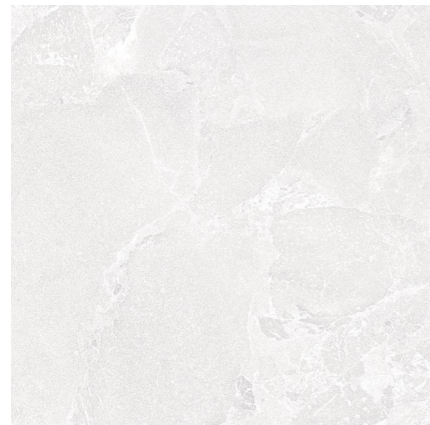
24"x24" R
60x60 cm

12"x36" R
60x90 cm

Elegance in essence. A distinctive fusion of stone textures and advanced technology in a floor-to-wall format for extraordinary porcelain tiles. Avalon is an exceptional fusion of stone textures, combined in a unique way.



Avalon Arena 12"x24" R



Blanco



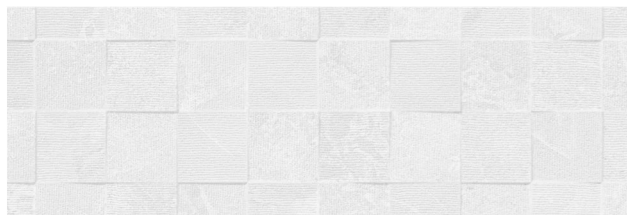
24"x24" R
F107A60011



Arena



24"x24" R
F100B60371



Suite Avalon Blanco



12"x36" R
F10B2AW011



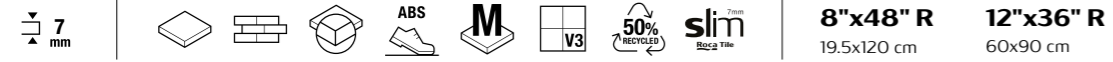
Suite Avalon Arena



12"x36" R
F10A1AW371

Abbey

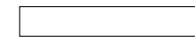
Glazed Porcelain



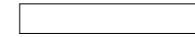
The Abbey collection will give any interior the warm charm of untreated wood. A simple, unadorned floor tile that expresses its naturalness in long planks, playing tribute to rustic floors.



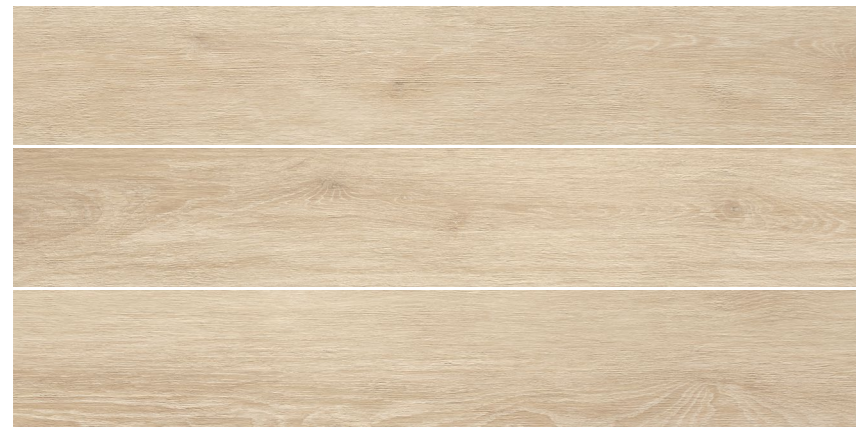
Gris



8"x48" R
FN80A60021



8"x48" R ABS
FN87VFPO21



Fresno



8"x48" R
FN80A60831



Roble



8"x48" R
FN80A60741



Abbey Roble 8"x48" R & Suite Abbey Roble 12"x36"



Suite Roble



12"x36" R
FN80AW371



Wall Collections

Packaging Information



	Pieces	Sf	Lbs	Boxes	Sf	Lbs
Artesano						
Artesano 3"x12"	50	12.64	27.70	84	1,061.76	3,454.35
Color Collection						
Color Collection 4"x16"	32	15.33	41.12	60	919.68	2,467.20
Color Collection 4"x12"	32	11.49	28.75	75	861.75	2,217.00
Color Collection 4"x12"	32	11.51	29.26	75	863.50	2,220.00
Color Collection 3"x12"	50	12.59	29.60	74	1,246.78	3,029.40
Color Collection 3"x12"	50	12.64	27.67	74	935.36	2,047.58
Color Collection 3"x6" - White Ice BG & MT	88	11.26	22.12	76	855.90	1,681.12
Flow						
Flow 3"x12"	50	12.64	29.10	99	1,251.36	2,880.90
June Suite						
Suite June 12"x36" R	5	14.56	50.70	51	741.09	2,566.18
Zellige						
Zellige 2.5"x16"	40	11.08	33.16	72	797.48	2,387.52

Wall & Floor Collections



	Pieces	Sf	Lbs	Boxes	Sf	Lbs
Abbey						
Abbey 8"x48" R	8	20.13	69.30	48	966.24	3,326.40
Abbey Suite 12"x36" R	5	14.56	56.82	24	349.52	1,363.56
Avalon						
Avalon 24"x24" R	4	15.50	65.44	30	465.00	1,963.32
Suite Avalon 12"x36" R	5	14.53	50.34	51	741.09	2,567.34
Calacata Gold						
Calacata Gold 12"x24"	10	20.34	79.73	32	651.00	2,551.36
Calacata Gold 12"x24" R	10	18.84	77.55	32	602.78	2,481.60
Calacata Gold 24"x48" R	3	22.93	84.13	27	619.03	2,271.51
CC Mosaics						
CC Mosaics 1"x1" Hexagon Mosaic	20	16.79	35.28	54	906.75	1,905.12
CC Mosaics 2"x2" Hexagon Mosaic	20	19.81	45.20	54	1,069.50	2,440.80

Wall & Floor Collections

Packaging Information



	Pieces	Sf	Lbs	Boxes	Sf	Lbs
Lassa White						
Lassa White 24"x48" R	3	22.93	84.67	27	619.03	2,286.14
Lassa White 12"x24"	10	20.34	79.73	32	651.00	2,551.36
Lassa White 12"x24" R	10	18.84	77.55	32	602.78	2,481.60
Lithology						
Ibiza 12"x24"	9	17.44	63.90	32	558.08	2,044.80
Polaris 12"x24"	9	17.44	63.90	32	558.08	2,044.80
Marble Dolomita						
Marble Dolomita 12"x24" R	8	496.00	52.21	32	496.00	1,670.66
Marble Dolomita 24"x48" R	3	23.25	78.98	30	697.50	2,369.34
Suite Marble Dolomita 12"x24" R	8	496.00	52.21	32	496.00	1,670.66
Marble Lincoln						
Marble Lincoln 12"x24" R	10	19.40	64.60	48	930.00	3,100.80
Marble Lincoln 24"x48" R	2	15.50	61.83	35	542.50	2,164.19
Suite Marble Lincoln 12"x24" R	8	15.50	50.64	48	744.00	2,430.70
Nordico						
Nordico 24"x24" R PO	5	19.05	72.30	30	571.56	2,378.85
Nordico 24"x24" R UP	4	15.50	64.30	36	558.00	2,314.94
Onyx						
Onyx 12"x24" R	8	15.50	61.00	36	558.00	2,196.00
Port Noir						
Port Noir Black 24"x48" R	3	23.25	78.98	30	697.50	2,369.34
Port Noir Black 12"x24" R	8	15.50	52.21	32	496.00	1,670.66
Rockart						
Rockart Carrara Marble 2"x2" Hex 12"x12" Mosaic	11	10.66	35.28	72	767.21	2,539.94
Rockart Dots 12"x12" Mosaic	11	9.92	25.37	81	803.52	2,054.65
Rockart Oval 10"x11" Mosaic	11	8.44	26.01	72	607.61	1,873.05
Rockart Thassos Hexagon 12"x13" Mosaic	11	11.92	42.77	72	857.93	3,079.42
Statuary						
Statuary 12"x24" UP	10	20.35	79.48	36	732.76	2,861.28
Statuary 12"x24" R UP	10	19.38	75.67	36	697.50	2,724.12
Statuary 12"x24" R PO	10	18.94	75.56	32	606.22	2,417.92
Statuary 24"x24" R UP	4	15.50	66.00	36	558.00	2,376.14
Statuary 24"x24" R PO	5	19.05	78.40	30	571.56	2,352.00

Warranty Terms And Conditions Of Sale

1- CUSTOMER SERVICE HOURS

- The Roca Tile Canada office is open from 8:00am to 5:00pm, Monday through Friday EST.
- Our main telephone number is 416 201 3170 or email customerservice@rocatilecanada.com

2- ORDERS

- Orders without proper part numbers, or UOM, may delay order confirmation, which could delay shipment.
- Orders for field tile requesting less than full carton quantities will be rounded up to the nearest full carton quantity.
- Revisions to an existing order that has been closed for shipment, will result in a change of ship date.
- Roca will not guarantee revisions once the product has been pulled and staged for shipment.
- No salesman or agent has the authority to make any changes to the terms and conditions of sale as documented herein unless done so in writing by an Area or Sales Manager.

3- PRICE CONDITIONS

- All warehouse prices are F.O.B. our Toronto warehouse where the product is available.
- All prices are subject to change without prior notice.
- All container prices are CFR Port of Entry unless differently stated on the invoice or a written agreement.
- A “documentation & freight surcharge fee” of CAD\$150.00 is added to every direct container order.
- All product pricing is sold in the unit of measure indicated.
- All field tile is sold in full cartons only.
- We do not break carton or package quantities. Only trim and decorative pieces are sold by the piece.
- Container trim orders must be in full cartons. Container field tile orders must be in full pallets.
- Project Pricing and any other Special Pricing may only be approved by the Roca Sales Area Manager, and orders will not be shipped until special pricing is authorized.
- Project Pricing will have a validity of 3 months, unless otherwise noted by the Roca Sales & Marketing Manager.
- Stock profiles noted on Price Book are subject to change without prior notice throughout the year. Please contact your Customer Service Representative should you have any inquiries regarding our warehouse stock profiles.

4- SHIPPING

- Roca has developed attractive contract carrier options, which are made available as a service to our distributors. However, the distributor may utilize any transportation option they prefer including customer pickup. Roca recommends that you check your bills of lading carefully.
- Roca shall have no obligation to compensate for freight on products not shipped.
 - Customer pickup is by appointment only, and 24-hour advance notice by the customer is required. Please call 416 201 3170 to schedule an appointment time.
 - Prepaid freight charges will be invoiced at current Shippers Rates.
 - Extra loading charges will appear on invoice if applicable.
 - All shipments are subject to shipper surcharges, which may be passed on to the customer.
 - Please verify your order before signing the invoice. No claims are accepted after the product leaves our premises. Merchandise remains the property of Kabah Solutions Inc until paid in full. Merchandise delivered by transport company are at buyer’s risk.

5- RETURN AUTHORIZATION AND SHIPMENT CLAIMS

- Requests for credit or correction for errors caused by incorrect order entry or shipment must be submitted in writing and sent via fax or e-mail to customer service (customerservice@rocatilecanada.com) within 1 month of invoice date.
- Installation constitutes acceptance. Once installed, Roca assumes no liability for claims related to the product. Material must be inspected upon arrival. Claims as to breakage, shortage or overage in quantity should be sent in writing to the Customer Service Department no later than 3 business days after delivery. There will be no exceptions to this policy under any condition.
 - Any discrepancy should be noted on the bill of lading and verified with a signature from the driver delivering the load.
 - Any claims of defects in quality shall be made in writing to Roca immediately upon discovery. Roca shall be provided samples adequate to test the product claimed to be defective and shall be afforded the opportunity to take its own samples.
 - Notification of Refused Shipments must be communicated to the Roca Customer Service Department within 1 business day order to process a Return Authorization from, and credit customer’s account.

- Distributor may not return any material without first obtaining approval from Roca through a Return Authorization consent form. Roca will only accept return of current inventoried product in full cartons and in good, saleable condition within 1 month of invoice date. A 20% restocking charge will be applied to any returned materials and customers will be responsible for the freight cost of return.
- There will be no refunds/returns on natural stone, setting materials, and special order products, as all sales are final on these items.

6- QUALITY

Roca is responsible only for products manufactured and packaged at locations duly authorized by Roca. Roca warrants only that the products it sells will at the time of delivery meet the applicable specifications Roca makes. No other representations or warranties or quality merchantability or fitness for any purpose and none shall be Implied by any written or oral statements made by any Roca employee or agent. Any quality claims included but not limited to shade, appearance, caliber or obvious defects must be communicated before the tile is installed. Installation constitutes acceptance. Once installed, Roca assumes no liability for claims related to product. Material must be inspected upon arrival.

7- SHIPPING CLAIMS

Unless otherwise stated on the bill of lading, Roca terms of shipment are F. O. B, the warehouse where material is located.

- Once a shipment has left the Roca warehouse, it is the responsibility of the consignee.
- When the shipment is picked up at the warehouse, the driver must sign the bill of lading indicating the number of pallets on the shipment. When the shipment arrives at its destination, the customer should ask the person who receives it to count the number of pallets. If there is a discrepancy in either pallet count or condition of the material, it must be noted on the bill of lading in the presence of the driver.
- Obvious damage to the shipment must also be noted on the bill of lading. Claims of this nature will not be honored unless noted on the bill of lading.
- All damaged goods must be held for inspection or until the claim is settled. If customer schedules their own carrier, claims for damages on shipments must be filed against the shipping company. damages on shipments must be filed against the shipping company.

8- CONTAINER ORDER

Transportation for Import Container Shipments is the responsibility of the consignee once they have cleared Customs at the Port of Entry, unless otherwise agreed with Roca.

- When the shipment arrives at its destination, please inspect the contents of the container before signing the bill of lading. Obvious damage must also be noted on the bill of lading in the presence of the driver.
- Any charges incurred after the shipment clears customs will be the responsibility of the customer.
- Claims of this nature will not be honored unless noted on the bill of lading.

- Please take pictures before and after unloading pallets for insurance purposes. Roca will file insurance claims for you if we are notified within 1 week of receipt of the shipment. Correction for either damages or breakages not made within 10 business days of receipt of shipment will not be allowed. For assistance, contact the RTG Customer Service.

9- LIMITED WARRANTY

Roca warrants that its First Quality (i.e., Standard Grade) ceramic tile is manufactured according to ANSI A137.1-1988 and meets or exceeds those requirements.

- Roca makes no warranty as to the suitability of its tile for a particular installation. RTG does not warrant that its glazed or unglazed tile will not scratch, chip or show signs of wear. If a tile product shall be determined not to conform to RTG warranty, the buyer’s sole and exclusive remedy shall be replacement of the product with tile of compatible color and shade, as determined by RTG.

LABOR AND INSTALLATION CHARGES ARE EXPRESSLY EXCLUDED FROM THIS WARRANTY. RTG SHALL NOT BE LIABLE UNDER THIS WARRANTY FOR ANY OTHER DAMAGES, COSTS OR EXPENSES INCLUDING, WITHOUT LIMITATION, ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. RTG DISCLAIMS ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE USE OF MURIATIC ACID (HYDROCHLORIC ACID) IN REMOVING GROUT HAZE WILL VOID ALL WARRANTIES.

10- ORDER POLICY

Once you have received an order confirmation from your customer service representative, there is a 24 hour window to verify that your order is correct and a ship date needs to be provided. Material can only be held for 2 weeks without shipping confirmation. After that, the following circumstances would apply:

- a) A 25% deposit (non refundable) is paid in order to hold material for 60 days. After 2 months of being allocated, material will be released and the deposit lost.
- b) 100% payment of the order. In this case, product will be held at our warehouse for up to 4 months. After that, storage fees will apply.

11- HANDLING FEES

A broken pallet fee of \$65.00 will be added to orders for quantities smaller than a full pallet for 40”X80” and 48”X98” items from the Slabs series.

12- PAYMENT FEES

Administration Fee: 3% monthly charge on overdue accounts. A \$15 fee will be charge on NSF checks.

The Roca logo is displayed in white on a black rectangular background. The word "Roca" is written in a bold, sans-serif font. Below the letters "o" and "c" is a stylized white wave or underline graphic.

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