SPHV Studio

Order Acknowledgement

To be signed or confirmed in writing by the client before the deposit is paid.

LAST UPDATED · 23 NOVEMBER 2026

I, the undersigned, confirm that I have read and understood the SPHV Studio Shipping, Damage and Returns Policy, and in particular that:

- my tiles are made to my specifications and cannot be returned or exchanged for a change of mind, and the 14 day right of withdrawal does not apply to them
- SPHV Studio recommends ordering 10–15% more tiles than my project requires
- I will inspect my delivery as soon as possible, ideally within 3 days, and follow the steps set out in the policy when my parcel arrives
- any damage claim must include the photos, verification word and order card described in the policy, and I may be asked to join a live video call before it can be assessed
- tiles that arrive broken are resolved by a refund or replacement tiles once the damage has been confirmed, as set out in the policy

NAME _____

ORDER NUMBER _____

DATE _____

SIGNATURE _____