SPHV Studio

Shipping, Damage and Returns Policy

How made to order tiles are shipped, what to check when your parcel arrives, and how breakage is resolved.

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01 Made to order

Every SPHV Studio tile is made by hand for your specific order, in the pattern, finish and quantity we agree together. Because your tiles are made to your specifications, they cannot be returned or exchanged for a change of mind, and the 14 day right of withdrawal that applies to many online purchases does not apply to them. This also means that leftover or surplus tiles cannot be returned once your order is complete.

I recommend ordering 10–15% more tiles than your project requires. Handmade tiles vary naturally from piece to piece, and the extra tiles allow your installer to choose placement, make cuts, replace any tile lost during installation, and keep a few spares for future repairs, since a later batch will never match yours exactly.

02 When your parcel arrives

Tiles are carefully packed and every parcel is photographed and recorded before it leaves the studio. Please follow these steps when your delivery arrives, as they are what allows me to help you quickly if anything has been damaged on the way.

1. **Check the outside before you sign.** If the courier is present and the box is visibly crushed, torn or wet, please note the damage on the delivery receipt or in the courier's app before accepting it.
2. **Photograph the unopened parcel.** If you can, before opening, take photos of all six sides of the box, including the shipping label and the numbered security seal, so that both are clearly readable.
3. **Film the unboxing.** Ideally, record one continuous video from the moment you cut the seal until every tile is unpacked. This is the single most helpful thing you can do if something turns out to be broken.
4. **Keep your order card.** Each parcel contains a card with your order details. Please keep it, as it needs to appear in any damage photos.
5. **Inspect every tile as soon as possible, ideally within 3 days of delivery.** Count the tiles against your order confirmation and check each one for breaks or chips.
6. **Keep all packaging and any broken pieces** until your claim has been fully resolved, because the courier may ask to inspect them.

03 If tiles arrive broken

Please email info@sphvstudio.com as soon as possible, ideally within 3 days of delivery, with your order number and the number of broken tiles. I will reply with a short verification word, which I will ask you to

write on a piece of paper and include, together with your order card, in the following photos and videos:

- the parcel and outer packaging as they are now, opened or not, from all sides with the shipping label visible, together with the inner packing material
- every broken tile from the front, the back and the side, with the verification word and order card in the frame
- all broken tiles laid out together, next to some of the intact tiles from the same box
- close ups of each break, showing the broken edges so the clay inside is visible
- the unboxing video, if you recorded one

Please send the original photo and video files straight from your phone or camera, either attached to the email or through a file sharing link. Screenshots, edited images and files forwarded through messaging apps lose the information I need to verify them, so they cannot be accepted as evidence.

If the photos are not sufficient to confirm the damage, I may ask you to join a short live video call, at a time that suits you, in which you show the parcel, the packaging and the broken tiles and follow a few simple instructions on camera. A claim cannot be assessed or settled until the requested evidence has been provided.

04 How breakage is resolved

A small amount of breakage is a known risk when shipping handmade ceramics, and it is the reason I recommend ordering extra tiles.

- **Broken tiles:** once the damage has been confirmed, you can choose either a refund for the broken tiles or replacement tiles made and shipped to you at no extra cost.
- **Replacement timing:** replacements are scheduled into the production queue as a priority, but please allow time for them to be made, dried and fired, which usually takes several weeks.

Please do not send any tiles back to the studio unless we have agreed on it in writing first.

05 Shipping and customs

Shipping costs are quoted separately and are paid together with the final balance, once your tiles are finished and before they are shipped. For deliveries outside the European Union, import duties, taxes and courier clearance fees may apply and are the responsibility of the recipient unless we have agreed otherwise in writing. Parcels that are refused or not collected, and are returned to the studio, can only be sent again once the cost of the return and the new shipment has been paid.

06 Your legal rights

If you are buying as a private customer in the European Union, your tiles are covered by the legal guarantee of conformity set out in the Slovenian Consumer Protection Act (Zakon o varstvu potrošnikov, ZVPot-1), which implements EU consumer law. Nothing in this policy limits or affects those rights.

The legal guarantee covers defects that already existed when your tiles were delivered, such as tiles that arrive broken or that do not match your confirmed order. It does not cover:

- damage caused by incorrect installation, misuse or a lack of appropriate care
- normal wear over time

- damage that happens after delivery
- the natural characteristics of handmade ceramics, such as variations in colour, glaze, texture, size and thickness between tiles, small irregularities in edges and surfaces, and crazing (a fine network of hairline lines in the glaze) on finishes where it is part of the look, all of which are part of the character of each piece and are not considered defects

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