
PRO PROGRAM

 **LA
TUILERIE**



Pro Program

La Tuilerie

Welcome to La Tuilerie, where inspiration, expertise and collaboration have been our core values for over 25 years.

In a world where access to tiling has not always been easy, we combined our experience and our energy to create friendly and durable relationships with the best ceramic fabrication's plants in Europe, thus ensuring that our customers only get the trendiest high-quality products.

Our passion for tiles gives us great expertise that we share with every member of La Tuilerie's large team in our 9 stores, who thrive in sharing this technical design knowledge in return.

« For all your ideas, projects and designs, we've got you covered at La Tuilerie! »

ÔBOIS



ÔBOIS

Since 2018, La Tuilerie and ÔBois go hand in hand.

We started offering hundreds of trendy exclusive hardwood floors, engineered hardwood, vinyl and laminates to complement our ceramic tiling selection in all our stores.

Our ÔBois store spaces mean you get access to 10 renowned suppliers from Quebec and Europe, various wood species, colours and textures, full inventory in stock and high quality for your projects in any style.

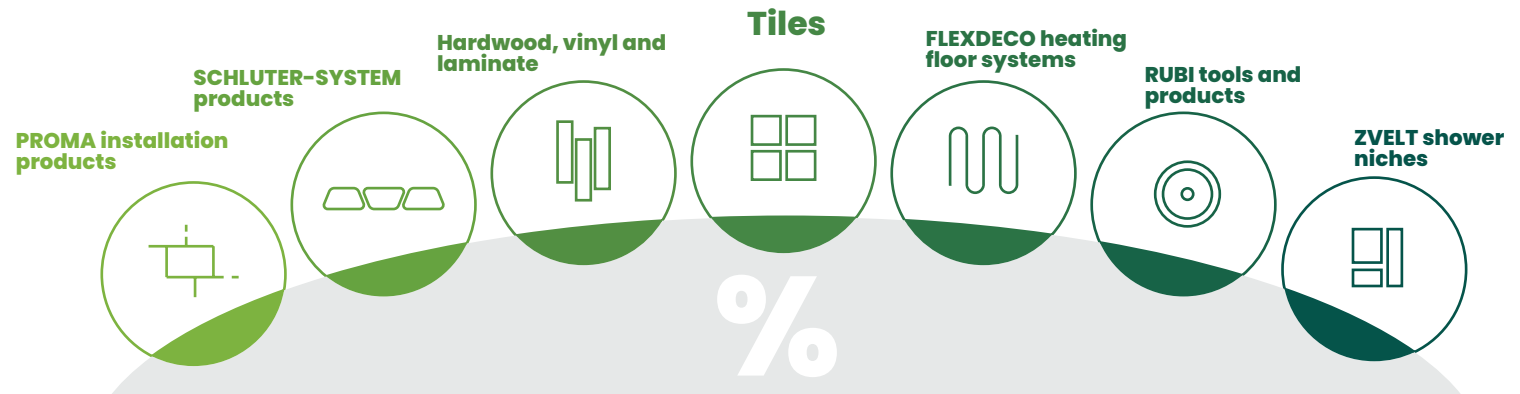
Our passion will never stop growing. And neither will our product collections!

Pro Program

PRO Program

Contractors, designers, architects, property managers and interior designers, here is our professional program!

At La Tuilerie, we created an appreciation program specifically for you, as professional construction workers or designers, which offers discounts and cashback on all our products in store depending on your expertise.



One-Click Subscription

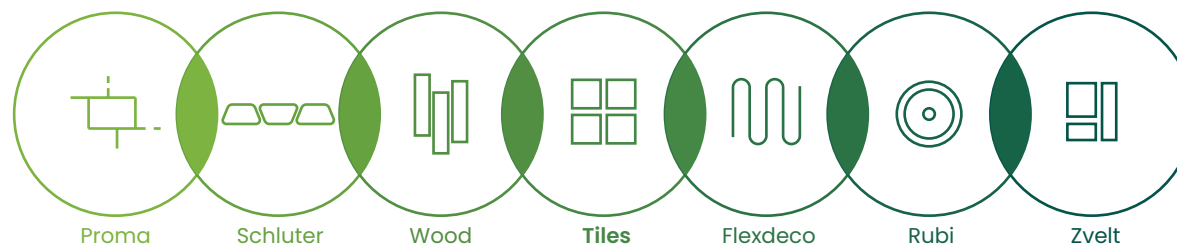
Just fill our online form at www.latuilerie.com/en/prodesign-program/. We will contact you as soon as possible with all your account details.

Pro Program

Designers

Designers, this program is for you! Enjoy both discounts and cashback* on all our products in stores. You can even share your discounts with clients.

Creating a Pro account will automatically give you access to the following discounts. More discount levels are also available according to your professional profile.



* The discounts can be issued as cashback or applied as a reduction on your invoice. Discounts and cashback are applicable on regular price products only. They cannot be combined with any other promos or discounts, or the highest discount will prevail.

How does it work?

Cashback

- Cashback is calculated every 3 months (4 times annually) and paid directly in your bank account within 21 days after we received your detailed invoice.

Discount Sharing

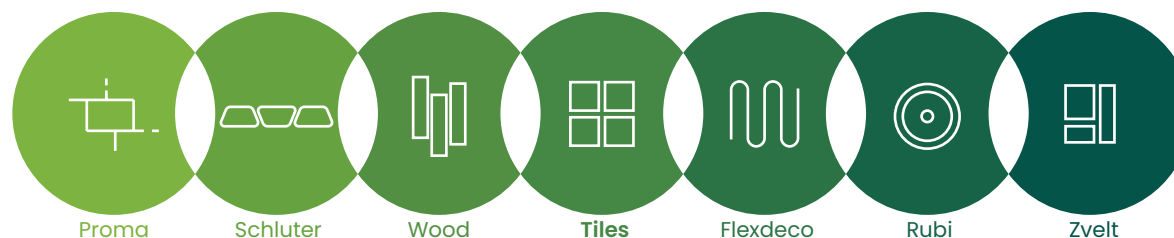
- Simply fill in the Discount Sharing Form and hand it over to your client so he or she can bring it to the store or fill in the digital form and send it by email to your preferred store.

Pro Program

Architects & Contractors

As an architect or a construction worker, this program is for you! Enjoy discounts* on all our products in stores and share it with your clients.

Creating a Pro account will automatically give you access to the following discounts. More discount levels are also available according to your professional profile.



* The discounts are applicable on regular price products only. They cannot be combined with any other promos or discounts, or the highest discount will prevail.

Discount Sharing

You have 2 options:

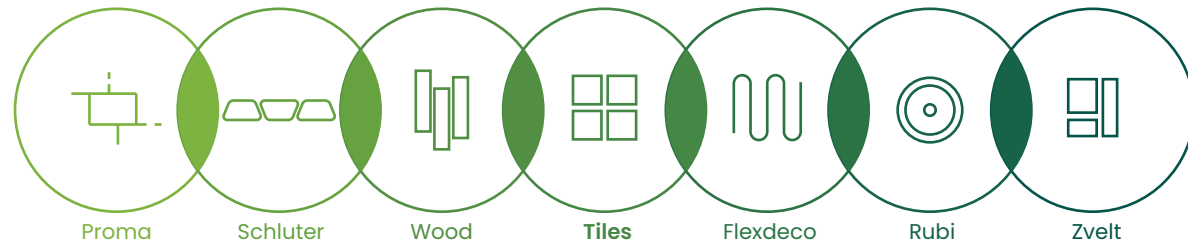
- 01** Simply fill in the Discount Sharing Form and hand it over to your client so he or she can bring it to the store.
- 02** Fill in the digital form and send it by email to your preferred store.

Pro Program

Property Managers

As a property manager, this program is for you! Enjoy discounts* on all our products in stores.

Creating a Pro account will automatically give you access to the following discounts. More discount levels are also available according to your professional profile.



* The discounts are applicable on regular price products only. They cannot be combined with any other promos or discounts, or the highest discount will prevail.

Return Policy

If you or your client are not satisfied, we will be happy to exchange the products without penalty upon presentation of the original receipt. Products must be returned in good condition and in their original packaging. La Tuilerie reserves the right to refuse the return of products which are deemed unacceptable due to their packaging or poor condition. We will reimburse most stock items within 30 days of purchase with the date shown on the receipt.

RETURN WITHIN 30 DAYS:

- Tiling in full box, still in original packaging with lot number
- Single mosaics (full sheet in good condition) with lot number
- Cement, glues and grouts if their condition is deemed saleable upon inspection

Note:

- *Returns of complete orders for a refund without exchange are subject to 15% return fees.*

FINAL SALE:

- Hardwood flooring, vinyl and laminate flooring, and special orders*
- End-of-lot, final-sale, liquidation items, etc.

Notes:

- *Deliveries must be cancelled at least 48 hours before the predetermined delivery date to be refunded.*
- *It is the responsibility of the client to double-check the material before installation. La Tuilerie will not be held responsible for the installation costs of an incorrect product. A claim may not exceed the value of the purchased product.*

DEPOSIT FOR LAYAWAY (30 DAYS):

- A 25%-deposit is required for layaways.
- A 50%-deposit is required for special orders*.
- A 15%-fee will be charged on the original deposit if a layaway is cancelled.

Notes:

- *Deposits made for special orders are not refundable.*
- *An additional charge of \$5.00 per day will be levied after 30 days of storage.*

**Special order: Product not in stock and ordered specifically for the client.*

Payment reimbursement conditions: Any purchase paid in cash may be refunded by bank transfer, as quickly as reasonably possible. In the case of credit or debit cards, the same card used for the purchase will be credited. A personal identification card and details may be required.

Return Policy conditions are subject to change without further notice.



Thank you!

