



## Sample Cancellation Policy

Old Texas Brick only accepts cancellation requests within 3 hours of placing an order. All cancellation requests made past the 3-hour window cannot be accepted.

## Returns

In an effort to avoid variation of color, size, texture, and range between and within orders, Old Texas Brick does not accept returns.

## Product Characteristics

The Old Texas Brick product line is proudly 100% handmade, which results in gorgeous and unique variations of color, size, texture, and range between every brick and order.

Variations in color, size, texture, and range between samples and full production runs are to be expected.

Differences in color, size, texture and range between photographs shown on the Old Texas Brick website, and samples or production runs are to be expected.

All photographs shown on the Old Texas Brick website are intended to accurately represent the product shown but can differ when compared to the in-person product due to lighting conditions in which the photograph was taken, variations in production runs, variations in screen color reproduction, or artistic direction.

## Samples Characteristics

Thin Brick Samples include 2 square feet of thin brick flats, while Full Brick Samples include 6 pieces of full brick.

Given the limitations of small quantities, samples may not fully represent a blend. Certain colors, textures, and characteristics belonging to a blend may be absent within your set of samples.

For an accurate representation of color, texture, characteristics, and percentages, please contact our office to request a larger set of samples. [sales@oldtexasbrick.com](mailto:sales@oldtexasbrick.com). Shipping charges may apply.

## Shipping Details

All Sample Orders are estimated to ship within 5 business days of order date, however, given the artisanal nature of our product, lead times are subject to change, and are never guaranteed. If lead times are expected to be longer than 5 days, Old Texas Brick will notify you via the email on file.

Samples are shipped via FedEx Ground. According to FedEx, transit time can take anywhere from 1-7 business days, depending on location, required travel distance, among other factors. Carrier delays are a possibility and cannot be resolved by Old Texas Brick.

All samples are hand packaged in boxes with ample protection to ensure safe delivery of product. However, some product damage is possible and to be expected. Damage can include, but is not limited to, distressing, cracking, chipping, and breaking of brick.

In the case of excessive product damage, please contact our office at [sales@oldtexasbrick.com](mailto:sales@oldtexasbrick.com) within 48 hours of receiving your samples with detailed photographs of the damaged samples.

If detailed photographs of excessively damaged samples are received by Old Texas Brick within 48 hours of reception, a new set of samples will be shipped free of charge in approximately 5 business days. Shipping times are subject to change.

Excessively damaged samples not reported with detailed photographs to Old Texas Brick within 48 hours of reception will not be eligible for a replacement free of charge.