

## FAQ

### WHY ARE YOUR PRICES BETTER THAN ELSEWHERE?

Our tiles arrive direct from the factory gates to our premises on Stoneferry Road, Hull.

- No re-distribution
- No extra handling
- Nothing to add to the cost price.

This may seem obvious, but tiles are heavy and any time you have to move them around, it costs money. Most other tile outlets are supplied from distributors or warehouses, which adds considerably to the price you pay.

### HOW MUCH ADHESIVE & GROUT DO I GET?

All wall & floor tiles come with enough adhesive & grout to do the job in normal situations. The quantities we give are above the manufacturer's coverage levels and more than most professionals use. Like this:

#### Normal Wall tiles:

15 Kg tub of ready mixed adhesive plus a 3.5 Kg white grout with every 7 square metres

#### Porcelain & Natural Stone on the Wall:

20 Kg bag of rapid set floor adhesive, plus a 5 Kg bag of white grout with every 9 square metres

#### Floor tiles:

20 Kg bag of rapid set floor adhesive, plus a 5 Kg bag of grey grout with every 5 square metres

If you prefer to use any other adhesive or grout you simply pay the difference.

### HOW MUCH IS IT WORTH?

For normal wall tiles, it is worth about £2.00 for every sq. metre

For floor tiles, it is worth about £3.20 for every sq. metre

### IS THE ADHESIVE & GROUT REALLY FREE?

Yes! We started this many years ago as a short, 1 month promotion, but it proved so popular that we just kept it going.

### HOW DO I WORK OUT HOW MANY TILES I NEED?

Some people work out the area then add 10% for cutting, but the most accurate way is to simply work out how many of your chosen tile will fit onto each wall or floor area and count each part tile as a full tile.

If in doubt, buy more and bring the left-overs back (except natural stones and special orders)

### WHAT IF I HAVE TILES LEFT OVER?

For all tiles in stock, simply return any un-used tiles within 28 days with your receipt for a full, no-quibble refund.

Note: We are unable to offer refunds on natural stone, special orders or sale items.

## **ARE YOUR TILES IN STOCK?**

Most of our tiles are in stock for immediate tiling.

## **WHEN ARE YOU OPEN?**

8am-8pm Monday to Friday, 9am-5pm Saturday, 10am-4pm Sunday

We only close Christmas Day, Boxing Day, New Years Day and Easter Sunday.

## **CAN YOU DELIVER? (+CHARGES)**

We deliver to anywhere on mainland Britain.

## **DO YOU HAVE A FITTING SERVICE?**

For domestic tiling and plumbing, we put you in touch with professional tradesmen whom we trust and you deal directly with them.

For house builders and contracts, we have our own tiling team. Contact Jenny Eastburn on 01482 581199 for more information.

## **HOW LONG HAVE YOU BEEN TRADING?**

Brooke Ceramics Ltd has been trading since 1989, but the Brooke family has been trading in Hull since 1925.