

Orders

Tiles are ordered from marokk.com by sending a mail on info@marokk.dk or by calling +45 2185 9102. We will send a confirmation of your order within 24 hours. The tiles will be sent off once the payment is received.

Delivery

From stock, we deliver within Northern Europe in 3-5 days after receiving payment. For special orders, delivery is 8-12 weeks from the factory in Morocco.

Payment

For pre-orders from factory of tiles not in stock, 50% is paid after receiving the invoice. The remaining amount is paid prior to final delivery. Payment to: **Oikos bank - reg 9860 - kt 8929710941 - swift FOSPK21 - iban DK5398608929710941** - Please note the invoice number + name at your payment for reference.

Complaints

As all our products are handmade, minor irregularities, color tone variations, etc., must be expected. Marokk does not take responsibility for problems arising after installation of the tiles. All claims for shortage, incorrect product, etc. must be made within 48 hours after receiving the products. If products are damaged at delivery, the damage must be noted at the driver's paperwork, signed by the driver. Returning tiles are conditioned by clear accept from Marokk. All complaints must be done before installation.