



FREQUENTLY ASKED QUESTIONS

When will my order ship?

All orders in stock are typically processed and shipped within 1-2 business days after they are placed. Tracking information may not be available for up to 24-48 hours of shipment depending on the carrier.

My order shows delivered, but I have not received it. Who do I contact?

If the tracking for your order shows delivered and you have not received it, please contact us at 770-446-0030 (press 1), or email: orders@mlwalker.com.

Change quantities or cancel an item in my order?

Please contact us as soon as you realize that changes are necessary in your order and we will try to accommodate. Please note once an order ships, we are not able to make any changes. You may call us at 770-446-0030 (press 1), or email us at orders@mlwalker.com.

Ordering a product which is out of stock?

If a product you are interested in is out of stock, you may place a backorder for it. Backorders are shipped within 1-2 business days of us receiving the container. Please email: orders@mlwalker.com.

Do you offer tile samples?

Tile samples, sample boards, concept boards and displays are available upon request.

Do you offer customer pick up?

Orders can be picked up from our warehouse with a prior notice of 2 hours via email: orders@mlwalker.com or call us at: 770-446-0030 (press 1). Our warehouse hours are M-F: 8 am to 4:30 pm EST.



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What does KCM indicate in the part#?

KCM part#'s are special order material with a lead time of 2-3 weeks for fabrication.

Do you sell to the general public?

Our products are sold through showrooms/retailers throughout the USA. We do not sell directly to the general public.

Does tile have dye lots?

Yes, tile factories track dye lots. The dye lots refers to the color variation. Although the manufacturing process is very technological these factors can change over time. Dye lots are made up of very large quantities that would cover many projects. However, there does come a time when a dye lot will run out. Therefore, it is important to have correct quantities while ordering. This limits the chance of having to use 2 dye lots for 1 project.

How do I check stock?

The fastest way to check stock is to make a simple phone call. We are always here to answer any product or availability questions you may have. Our number is 770-446-0030 (press 1). Another great way to check stock is to email us at orders@mlwalker.com and we will respond as quickly as possible.

What if I have special delivery needs?

If you need special delivery options such as lift gate, inside delivery, or handicapped assistance, please notify us at orders@mlwalker.com as we can usually arrange this with the freight company for an extra fee. MLW Surfaces will not be responsible for these additional fees. These fees, along with any delivery fee, will be the responsibility of the customer.



FREQUENTLY ASKED QUESTIONS

What if my package is damaged?

Damage due to shipping is rare, but does happen occasionally. Please inspect delivery for damage immediately. Any claim for damage or incorrect material must be noted on the driver's bill of lading or the delivery receipt.

All claims must be noted so that damaged material can be replaced and so that we can be reimbursed by the trucking company. A delivery exception should be made with the freight company.

You will be asked to send supporting documentation and pictures as part of a claim. If damage is not noted, we will be unable to file a claim and customer will be responsible stock and shipping charges. All claims for damaged, lost or stolen material must be made against the freight company.

What if I cancel my order after shipping?

You may cancel an order prior to shipping. If the order has already been shipped, you will be responsible for any shipping costs plus a restocking fee of 25%.

Do you offer returns on special orders?

No returns will be accepted on special order materials. It is the customer's responsibility to determine special ordered material.

What are the characteristics of an extruded tile?

We have 3 collections of extruded tiles within our product line: Valencia, Gibraltar, and Marmol. Extruded tiles, known for their unique charm and distinctive appeal, possess distinct characteristics and irregularities that set them apart from conventional tiles. Crafted through an extrusion process, these tiles showcase an artisanal touch and a rustic aesthetic that adds warmth and character to any space.

One defining characteristic of extruded tiles is their handcrafted nature. Each tile is carefully shaped by extruding the clay or ceramic material through a specialized die, resulting in irregular edges and subtle variations in size and shape. These irregularities contribute to the organic beauty of the tiles, creating an authentic and artisanal feel that cannot be replicated by mass-produced alternatives.

What are the characteristics of an extruded tile? (cont'd)

The irregular edges of extruded tiles further enhance their visual allure. The edges may display slight waves, undulations, or variations in thickness, adding depth and texture to the overall design. These irregularities create an intriguing interplay of light and shadow, giving the tiles a visually dynamic and captivating appearance. In terms of color and glazing, extruded tiles often exhibit a wide range of natural hues and earthy tones. The firing process can introduce subtle variations in color, resulting in a charmingly imperfect palette that mimics the beauty of natural materials. These variations add depth and character to the tiles, making them ideal for creating visually interesting and harmonious surfaces.

It is important to note that while the irregularities of extruded tiles contribute to their distinctive charm, they may require additional care during installation. Due to variations in size and shape, a skilled installer is recommended to ensure proper alignment and achieve a balanced overall look. However, the effort invested in working with these unique tiles is rewarded with an incomparable aesthetic that elevates any space with its handcrafted allure.

In summary, extruded tiles are artisanally crafted tiles with irregular edges, subtle size variations, and a charmingly imperfect aesthetic. Their handcrafted nature, along with their unique irregularities, adds a touch of authenticity and character to interior and exterior surfaces, making them a popular choice for those seeking a distinctively appealing and visually captivating tile option.