



## **Where is the closest Romax dealer?**

Romax has distribution channels located throughout Australia, New Zealand and some part of world. Romax does not sell to the general public; however, Romax has a network of retail outlets in your area that offers the Romax product line. To locate the retail outlet nearest you, please contact us.

## **Is it possible to purchase a specific product after it has been discontinued?**

Romax discontinues products on a regular cycle. Part of this process entails the sale and disposition of remaining inventory. On many occasions you can find remaining inventory within the first six months after a product has been discontinued by contacting one of our distribution channels. Beyond six months, it becomes extremely difficult to locate discontinued products. Occasionally, they may be made available through special production runs from third-party specialty manufacturing companies on a custom basis and at a premium price. We will be most happy to assist you to allocate any discontinued products throughout our channels, if possible.

## **What do I do if I think there's something wrong with my tiles?**

If you think there is a problem with your tiles, or they have arrived differently to your expectation of them; the most important thing to do is contact the retail outlet you bought them from before you lay them. From there, our customer service team will work with your retail outlet along with our distributor to validate your doubt and work from there.

## **Is the test result important and what do those mean?**

Test results provide purchasers information on product performance. Romax products are designed to provide customers the broadest array of colours, textures, sizes and styles. However, each individual is unique, and each design style should allow the flexibility to conform to the preferences of the designer. As a result, Romax provides extensive product information to allow each designer to customize their look without having to sacrifice the practical needs of the application. Romax recommends that you refer to our product catalogue for a detailed explanation of each test and the industry recommendations for performance given your unique application needs.