



## Crossville Tile Take-Back Program Requirements

As a company founded on the principles of environmentally friendly manufacturing, Crossville is proud to offer the industry's first tile take-back program. Our proprietary new recycling process will enable us to divert four million pounds of fired waste from the landfill each year; allowing us to create beautiful recycled tile in the process.

Our innovative recycling process will also allow us to take back both unused sample tile and installed tile that is being removed for renovation. In order to ensure minimal environmental impact and maximum efficiency, we have put in place guidelines for the tile take back program. Should you have any questions, please contact Crossville's Customer Service Department at 931.484.2110.

### Requirements:

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- 1) Tile must be ceramic or porcelain; no metal or glass tile or natural stone can be accepted at this time.
- 2) There is no charge for the tile take-back program; however freight costs will apply. Freight must be pre-paid for tile returned to Crossville.
- 3) You may use the transport company of your choice; however use of Crossville's designated freight carriers may result in lower costs.
- 4) Tile must be shipped in pre-approved sturdy containers that facilitate offloading. Please call to ensure shipping containers are acceptable.
- 5) Previously installed tile must have no more than 1/4" cement mortar adhering to the tile. We are unable to accept tile that has mastic, epoxy, or organic materials. Non-tile debris will not be accepted. Wood, drywall, rebar, etc. must be removed from tile. You may be asked to provide a sample of the installed tile prior to final approval.
- 6) Crossville will accept its own tile back for recycling, whether installed or unused.
- 7) Other manufacturers' installed tile will be accepted only if it is being replaced with Crossville tile. Uninstalled tile from other manufacturers will not be accepted.
- 8) Crossville will consider the overall environmental impact before accepting any tile into the take-back process, including transportation and energy usage.
- 9) Prior written approval is required before tile will be accepted through the take back program. Please allow two weeks from the time Crossville receives the form for approval.



# Tile Take-Back Program Return Authorization Form

*Please provide the information below and fax form to: 931.484.8418*

**Company or Individual Returning Tile:**

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Samples or Unused/obsolete Crossville tile     Installed product

Please provide a brief description of the tile (size, floor or wall tile, etc.): \_\_\_\_\_

**Address of Tile Removal Site**

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Is the installed product Crossville tile     Yes     No     Unsure

If the installed product is not Crossville tile, will it be replaced by Crossville tile     Yes     No

Please provide a P.O. number for the Crossville replacement tile: \_\_\_\_\_

Square footage of installed tile to be returned: \_\_\_\_\_

Do you wish to use one of Crossville's freight carriers?

Yes. Please contact me with details.

No. I will arrange transport.

Date tile is expected to be removed: \_\_\_\_\_

Date tile is expected to ship: \_\_\_\_\_

**SHIP TO:** Crossville, Inc.--Tile Recycling Center  
346 Sweeney Drive  
Crossville, TN 38555  
931.707.3064

**APPROVALS:**

Manufacturing: \_\_\_\_\_

Logistics \_\_\_\_\_

Sales: \_\_\_\_\_

R&D: \_\_\_\_\_

Declined: \_\_\_\_\_

Customer notification: \_\_\_\_\_