

**Thank you for considering Rō Collection tile!**

We want you to love your tile for years to come.

This guide will help you understand what to expect, avoid common mistakes, and  
**SET YOU UP FOR SUCCESS!**

**SAMPLING**

If you're looking at Rō Collection, we highly recommend ordering samples in the shape and color you're considering.

**WHY SAMPLE?**

Tile is an investment, and we want you to love your tile for years to come!

**GET HAPPY RESULTS.**

Crafted in Japan, each Rō glaze has unique characteristics. No two pieces will be exactly alike and variation may occur in the same color across different sizes.

Ordering samples is the best way to see the actual tile you're considering so you have confidence in what you have selected.

**HOW DO I DO THIS?**

It's easy! To start, most showrooms have color samples on hand. These are great to help choose between color selections. From there, we recommend ordering a current sample in the specific color/piece you're considering. Take it home and look at it in your environment, in your lighting conditions and against your other finishes. Now you're ready to order with confidence!

**DISTINCTIVE GLAZES IN VARIOUS SHAPES**



DESIGNED IN CALIFORNIA. SCANDINAVIAN INFLUENCE. CRAFTED IN JAPAN.

**ORDERING**

**MEASURE TWICE, ORDER ONCE.**

**1**

We recommend ordering a minimum of 15% overage (sometimes more).

**2**

Ordering overage is necessary to accommodate cuts, a small percentage of breakage to be expected in transit, and to avoid add-on orders or delays to your installation.

**3**

Add-on orders are challenging due to the inherent variation from batch to batch. If you have to order more at a later date, it will vary from your original order.



**350+ SHOWROOMS NATIONWIDE!**

Our products are sold exclusively through our network of authorized dealers. To find the dealer nearest you, scan the QR code or visit [sonomatilemakers.com](http://sonomatilemakers.com).

## WHAT TO EXPECT

Rō has beautifully crafted glazes that break on the edge of the tile, adding unique character and variation to each tile.

Make sure your installer reads our installation instructions thoroughly to achieve the best look.



## IT'S HERE! NOW WHAT?

When your order arrives, please be aware—you are responsible for determining the acceptability of the product prior to installation. Sonoma Tilemakers is in no way responsible for the installation of our tiles or thereafter.

We recommend:

1. Inspect all boxes for damage upon arrival.
2. Inspect all tile in all boxes.
3. Double check you have enough tile to complete the project with some leftover.  
Take into account grout spacing and cuts.
4. If you need additional tile, do not start the installation until you have it.
5. Make sure you have seen and approved your tile **BEFORE** it is installed.
6. Love your new tile!

We **ALWAYS** recommend professional installation by an experienced installer who uses TCNA guidelines.

## TIPS FOR SUCCESS

1. Make sure that your installer lays out all tile and blends **PRIOR** to installation.
2. The natural variation from piece to piece is most beautiful when properly blended.
3. Be sure to order a minimum of 15% overage to avoid unexpected delays to your installation.

**WRONG: UNBLENDED**



**RIGHT: BLENDED**



## BASICS OF CARE

- For everyday cleaning use a mild dishwashing soap with water or a pH neutral cleaner made for tile.
- Avoid harsh chemicals.
- Use a non-abrasive cloth/sponge to avoid scratching.
- Sealing tile recommended.
- Read complete cleaning instructions before purchase. VISIT: [sonomatilemakers.com/ro-technfo](https://sonomatilemakers.com/ro-technfo)