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Recommendations & Services

ORDER CONFIRMATION

However, you place your order, whether by phone, fax or email, you will receive an Order Confirmation back within 24 hours. For orders received by post, again an Order Confirmation will be faxed within 24 hours of receipt of the order in the mail. Please check all the details are correct:

- Your order number
- Range Name e.g. Cordia
- Range texture if there is a choice e.g. 100
- Colour/Design Number
- Width
- Dobry address

This order confirmation details the specific order reference given by Louis de Poortere to your order and will be used for the delivery note and the invoice. If anything is incorrect please inform the Sales Office immediately.

Claims related to the order, will be handled based on the order confirmation.

Please note that delivery times indicated by our Customer Service Department at the time of inquiry may change when the actual order is placed. **faster**, than the date of inquiry. So please ask how many days the delivery time remains valid.

DELIVERY OF GOODS

We would ask you to play your part in ensuring the fundamental details of your order and delivery are correct before accepting delivery from the carrier and before fitting any carpet supplied by Louis de Poortere.

TRANSPORT DAMAGE

Please check all the packaging of the goods, before accepting them from the carrier.

If the packaging is damaged in any way or even if you just suspect there might be damage to the goods, please mark this on the delivery note **before** you sign it, for acceptance. Any damage reported after delivery cannot be claimed from the transport company unless you have detailed it on the delivery note (DNR).

PRIOR TO INSTALLATION

Please visually inspect the carpet before cutting and installation, as claims for visible manufacturing faults cannot be accepted after the carpet has been cut. Louis De Poortere may at its option either replace or repair any goods which are agreed as being incomplete or defective.

REGISTERING A CLAIM

Claims should be registered by completing an official Louis de Poortere claim form available on request from the Sales Office.

COLOUR MATCHING

Historically, no carpet manufacturer has been technically able to produce a perfect match where two different widths of Plain, Berber and Heather effect carpeting have been involved. We will endeavour to provide you with a perfect match, but please be aware that this is not always possible. It is important that if this is your order, you are responsible to the ultimate consumer the responsibility will be entered with the supplier and we, as the manufacturers, will accept no liability. Installation of Plain, Berber and Heather effect carpeting should in all cases be planned by using a single width of material and this is the only method which we recommend.

PATTERN MATCHING

Where a pattern match is required, orders will be matched to the right hand side (RHS) unless a specific instruction is received to the contrary.

INSTALLATION & MAINTENANCE

Refer to the appropriate guides available on request.

STAIR CARPETING

It is recommended that all Stair Carpets be carefully laid down with proper padding on the stairs to ensure a good fit. The padding should be laid on the stairs and the carpet should be brushed towards the foot of the stairs, if this is not possible, sufficient material should be retained for subsequent replacement of areas of high wear.

SHADING/PILE REVERSAL

All our pile carpets are laid to shading which is a permanent local change in pile direction. That is, the pile will be laid in one direction on the left side of the stairs and in the opposite direction on the right side. This research has yet identified, giving the appearance of light and shade. This tendency is not detrimental to the wearing properties of the carpet. Shading is not due to sub-standard material used and/or any fault in manufacture. Louis de Poortere cannot, therefore accept any responsibility should this effect occur.

UNDERLAY

We recommend that our Collickin is fitted on a good quality firm hair felt or 'soft' rubber underlay. Use of soft underlays may result in compression marks which will recover after time.

Terms & Conditions

GENERAL

Nothing in this price list constitutes an offer and the Company reserves the right to refuse or accept any order. No other trading conditions shall apply unless the Company specifically agrees otherwise in writing and acceptance of other conditions shall not be deemed to have occurred by the customer failing to object to provisions contained in any purchase order or other communication from a customer.

VARIATION IN PRODUCT SPECIFICATION

Due to the shortage of certain raw materials, some qualities produced by the Company could differ slightly in actual construction from the goods shown in sample or pattern form. The Company state any changes that are made will result in a performance of an equally high or improved quality. Quality coding will remain the same and the quality guarantee will continue to apply.

FULL ROLLS AND CUT LENGTHS

Full roll prices will be charged for pieces of broadloom 8m² and over.

PRICES

Goods will be charged at the rate of the date of despatch, but orders which are accepted by us at the time they are placed as special or bona fide contract orders at fixed prices will not be subject to variation. The guarantee quoted applies only to regular priced goods purchased under normal trading conditions.

TERMS OF PAYMENT

Payment is due at the end of the month, following the month of invoice.

INTEREST

Interest will be charged at the rate of 2 1/2% per month, from the due date on accounts which remain unpaid 31 days after that date.

RETENTION OF TITLE

All goods in the hands of the customer remain the property of the Company until payment in full of all debts due in respect of the goods supplied not only under this contract but under any other contract for the supply of goods, has been received by the Company.

DELIVERY DATES

The Company will do its best to execute orders promptly but does not undertake to deliver by a specific date unless it has agreed to do so. In the event of late delivery the Company take no responsibility for any consequential losses incurred.

CARRIAGE

All orders are now carriage paid to trade addresses within the UK, but, if we are instructed by the customer to send goods by other means e.g. UPS or by other special arrangements, the full cost of these services will be charged. For orders under £250.00 in value a contribution to carriage charge of £25.00 will be made. A charge of £75.00 will be made for orders requested on an 'override delivery service'.

DAMAGE, SHORTAGE OR NON-DELIVERY

Claims for non-delivery of goods should be made to the Company within 10 days from despatch date should the invoice be received. Claims for shortage or damage should be reported, and signed for accordingly and confirmed to the carriers and enclosed in writing within three days of delivery.

CANCELLED ORDERS

Orders for stock items can be cancelled up until the moment they are cut. After this handling charges will apply as follows:

- Cut but not despatched – charge 25% of invoice value, except for cut lengths less than 3 metres where 75% of invoice value will be charged.
- Cut and despatched – charge 40% of invoice value, except for cut lengths less than 3 metres where 100% of invoice value will be charged.

CLAIMS AND RETURNS

Carpets should be inspected by customers before cutting as claims for manufacturing faults up or repair any goods accepted by the Company as being incomplete or defective or may refund the price or give credit. In no event shall the liability of the Company exceed the net invoice value of the goods under complaint. If the Company at its option, decides to replace carpets, the Company accepts no liability for the cost of fitting or removing the replacement carpet. The Company will not accept any claims for damage to the carpet, or for any difference in colour matching. Returned goods will not be accepted unless prior authorisation has been given by the Company. Failure to comply with these conditions will result in goods not being accepted by us and returned at the customer's expense. Scrap value only will be refunded on carpets which have been sent back to the factory. Louis de Poortere carpets are guaranteed against manufacturing faults for a period of 12 months from date of invoice.

DESIGN

When samples are cut part of the pattern may be missing and the overall visual impression can be affected.

SIZE VARIATIONS

All goods are manufactured to a tolerance conforming to BS 3655 which is 12.5 mm per Metre either way (one half inch per yard).

CHARGED SAMPLES

Samples will be charged at Cut Length price less 50%.

SHRINKAGE

The Company cannot accept any claims for shrinkage of carpet, unless it has been secured in accordance with the manufacturer's or any carpet installer's in an area subject to excessive moisture (i.e. bathrooms, bath rooms, etc.).

Note - These conditions apply to Trade sales. Contract orders may carry additional specific conditions, details of which will be supplied by the Company.

TRADE PRICE LIST
22 January 2012

louis de poortere

SALES OFFICE - 2 LINES

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The Textured Witcon Collection

Quality Name	Widths (m)	Pile Content	Domestic Grade	Contract Grade	Broadloom Cuts £m²	Tailor Made† Cuts £m²
ANTARTICA	4.00	50% Wool 50% Viscose	heavy domestic	medium contract	101.31	118.80
BIROS	4.57	100% Wool	heavy domestic	medium contract	65.72	83.21
COLOR.NET	4.00	100% Wool	heavy domestic	medium contract	38.43	56.80
CONQUEROR	4.00	50% Wool 50% Viscose	heavy domestic	medium contract	101.31	118.80
CORDAL	4.00	100% Wool	heavy domestic	medium contract	28.79	48.24
DUNE	4.57	100% Wool	heavy domestic	medium contract	54.74	72.95
* DUO LINE	4.57	100% Wool	heavy domestic	medium contract	52.13	69.48
EAGLE	4.57	100% Wool	heavy domestic	medium contract	69.00	87.37
EDEN	4.57	100% Wool	extra heavy domestic	heavy contract	36.16	54.51
* IBIS	4.00	100% Wool	heavy domestic	medium contract	52.54	70.90
ISLAND	4.57	100% Wool	heavy domestic	medium contract	58.91	75.10
* KISS	4.00	100% Wool	heavy domestic	medium contract	52.54	70.90
MOVE	4.57	80% Wool 20% Nylon	extra heavy domestic	heavy contract	52.40	69.90
POLARIS	4.00	50% Wool 50% Viscose	heavy domestic	medium contract	65.72	83.21
PRESIDENT	4.57	100% Wool	extra heavy domestic	medium contract	62.58	81.74
RICHELIEU	4.57 5.50*	100% Wool	extra heavy domestic	medium contract	54.74	72.95
SAND	4.57	100% Wool	heavy domestic	medium contract	54.74	72.95
SOLIDAO	4.57	80% Wool 20% Nylon	extra heavy domestic	extra heavy contract	62.56	N/A
SUPREME	4.00	100% Wool	extra heavy domestic	medium contract	103.50	123.83
ULTRATONE	4.57	100% Wool	extra heavy domestic	light contract	70.68	85.12
VERSAILLES	4.57	100% Wool	extra heavy domestic	light contract	70.68	85.12

Roll Prices: For minimum 0.0m² in the same quality and colour - cut length price less 5%.

* selected colours only

† Tailor Made: Please allow a lead-time of 3 weeks for this service (subject to stock availability).

A colour match with broadloom cannot be guaranteed.

Tailor Made (patterned): Design will be centred only if requested at time of order.

Minimum width: 1.00m/Maximum length: 5.00m.

‡ For best results we recommend a double stick underlay system with this product.

ORDERS LESS THAN £250.00 will incur a contribution to carriage charge of £25.00.

FOR ORDERS LESS THAN 2 METRES in length a £50.00 handling charge will be applied.

Colour House Collection

Quality Name	Widths (m)	Pile Content	Domestic Grade	Contract Grade	Broadloom Cuts £m²	Tailor Made† Cuts £m²
COLOR FULL	4.57	100% Wool	extra heavy domestic	medium contract	57.94	75.58
COLOR TOUCH	0.70	100% Wool	heavy domestic	medium contract	62.62	N/A
COLOR LOOP	4.57	100% Wool	heavy domestic	medium contract	52.60	69.90
COLOR BOUCLE	4.57	100% Wool	heavy domestic	medium contract	54.74	72.95
COLOR VELOUR	4.57	100% Wool	heavy domestic	medium contract	54.74	72.95

Roll Prices: For minimum 0.0m² in the same quality and colour - cut length price less 5%.

† Tailor Made: Please allow a lead-time of 3 weeks for this service (subject to stock availability). A colour match with broadloom cannot be guaranteed. Minimum width 1.00m/Maximum length 5.00m.

Eco Dream Collection - 100% Biodegradable

Quality Name	Widths (m)	Pile Content	Domestic Grade	Contract Grade	Broadloom Cuts £m²	Tailor Made† Cuts £m²
ECO DREAM SOFT	4.00	100% Unplied Wool	heavy domestic	medium contract	35.74	55.29
ECO DREAM LIFE	4.00	100% Unplied Wool	extra heavy domestic	heavy contract	41.10	60.84
ECO DREAM COMFORT	4.57	100% Unplied Wool	heavy domestic	medium contract	43.63	60.92

Roll Prices: For minimum 0.0m² in the same quality and colour - cut length price less 5%.

† Tailor Made: Please allow a lead-time of 3 weeks for this service (subject to stock availability). A colour match with broadloom cannot be guaranteed. Minimum width 1.00m/Maximum length 5.00m.

Woven Flatweave*

Quality Name	Widths (m)	Pile Content	Domestic Grade	Contract Grade	Cuts £m²
ALPHA CONCEPT RUNNER	0.70 (finished width 0.64)	100% Wool	general domestic	light contract	61.78
ALPHA CONCEPT BROADLOOM	2.80	100% Wool	general domestic	light contract	55.61
ALPHA CONCEPT CUSTOM MADE	1.00-5.50m	100% Wool	general domestic	light contract	80.34

Maximum width 5.50m, maximum length 5.00m, for widths less than 1.00m - custom made price plus 20%.

Roll Prices: refer to factory.

* Please refer to special fitting and installation guide.

ORDERS LESS THAN £250.00 will incur a contribution to carriage charge of £25.00.

FOR ORDERS LESS THAN 2 METRES in length a £50.00 handling charge will be applied.

Stairs Programme & Runners

Quality Name	Widths (m)	Pile Content	Domestic Grade	Contract Grade	Cuts £m²
ALPHA CONCEPT	0.70 (finished width 0.64)	100% Wool	general domestic	light contract	61.78
ANTARCTICA	0.70	50% Wool 50% Viscose	heavy domestic	medium contract	101.31
COLOR FULL	0.70	100% Wool	extra heavy domestic	medium contract	65.32
COLOR LOOP	0.70	100% Wool	heavy domestic	medium contract	60.49
COLOR TOUCH	0.70	100% Wool	heavy domestic	medium contract	62.62
CONQUEROR	0.70	50% Wool 50% Viscose	heavy domestic	medium contract	101.31
* CORDAL	0.66	100% Wool	heavy domestic	medium contract	38.17
* COLOR.NET	0.66 0.88-1.32	100% Wool	heavy domestic	medium contract	47.72
MOVE	0.70	80% Wool 20% Nylon	extra heavy domestic	heavy contract	55.23
RICHELIEU CLASSIC	0.60 0.70-0.90	80% Wool 20% Nylon	extra heavy domestic	heavy contract	56.47
RICHELIEU ESCALER	0.60-0.70 0.90-1.20	80% Wool 20% Nylon	extra heavy domestic	heavy contract	56.47
SAN LORENZO	0.70	80% Wool 20% Nylon	extra heavy domestic	heavy contract	91.66
WILD	0.70	100% Wool	extra heavy domestic	heavy contract	126.73

All runners are finished with a selvage edge except those marked with * which are overlocked and Alpha Concept which is stitched

† Colours 3004-5565 & 7501 only

The Caprice Rug Collection - NET PRICES

Decimetric	Stardust	Vintage ^{ES}
65/140	£28.90	£57.40
65/230	£47.46	£52.30
65/300	£61.91	£56.30
135/200	£85.73	£56.40
160/230	£116.85	£90.50
200/300	£190.51	£200.30
270/360	£308.62	£280.360

ORDERS LESS THAN £250.00 will incur a contribution to carriage charge of £25.00.

FOR ORDERS LESS THAN 2 METRES in length a £50.00 handling charge will be applied.

Semi Custom Programme - using all Colours of Richelieu/Special Dye

Quality/Texture	Widths (m)	Pile Content	All Colours Richelieu >20 lin.m	All Colours Richelieu >25 lin.m wool/nylon	*Special Dye Richelieu >25 lin.m wool	Special Dye >25 lin.m wool/nylon
VERSAILLES	4.57	100% Wool	73.68	77.55	81.28	85.34
ISLAND	4.57	100% Wool	61.56	64.63	67.75	71.14
DUO LINE	4.57	100% Wool	57.20	60.06	62.95	66.10
DUNE	4.57	100% Wool	57.20	60.06	62.95	66.10
RICHELIEU BOUCLE	4.57	100% Wool	57.20	N/A	62.95	N/A
SUPER RICHELIEU BOUCLE	4.57	100% Wool	67.99	N/A	74.83	N/A
SAND	4.57	100% Wool	57.20	60.06	62.95	66.10
RICHELIEU	4.57	100% Wool	standard roll 52.00	57.50	62.95	66.10

Semi Custom Programme - using the 9 Colours of President/Special Dye

Quality/Texture	Widths (m)	Pile Content	9 Colours President >20 lin.m	*Special Dye >25 lin.m wool	Special Dye >25 lin.m wool/nylon
ULTRATONE	4.57	100% Wool	73.86	81.28	refer to factory
PRESIDENT	4.57	100% Wool	standard roll 59.45	71.97	refer to factory

Manufacturing lead time - 5 weeks Richelieu colours/8 weeks Special Dye

Standard terms apply to above prices but no additional roll discount will be given

For quantities greater than 500m² please refer to the factory for prices

Most of our products can be woven in 800wool 20% nylon - please refer to the factory for prices and minimum quantities

Most of our products can be woven in a special dye - please refer to the factory for prices and minimum quantities

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