



Mr D Guyan
Mr Carpet Limited
32 Stadium Studios
Riverside Road
LONDON
SW17 0BA

Greenwood & Coope Ltd

REGISTERED OFFICE — BROOKHOUSE MILL
GREENMOUNT, BURY, LANCASHIRE BL9 4HR
REGISTERED No. 200956 ENGLAND
TELEPHONE: TOTTINGTON (01204) 881234
FACSIMILE: TOTTINGTON (01204) 887722
SALES DIRECT LINE (01204) 881200
WEBSITE: www.cormarcarpets.co.uk
TRADE WEBSITE: portal.cormarcarpets.co.uk
OUR REF DJJ/VC
YOUR REF
DATE

October 2016

Dear David,

Over the summer, following the Brexit vote in June, we have seen a devaluation of the pound, which has affected the cost of our raw materials. Having held our prices since August 2014 and after allowing for a period of reflection to enable us to assess the impact of the referendum so far, **we will be increasing our prices from the 1st November 2016.**

Given the current mixed market conditions, we have tried to keep these increases to a minimum and we will not be having an increase on the recently re-launched Primo Plus range and the Oaklands 32 quality.

Please find enclosed an Address and Information Sheet plus a Price Brochure giving details of your new prices. Please note we have made two changes to our Terms and Conditions in Paragraphs 3 and 5 on Pricing and Intellectual Property.

Whilst writing can we also highlight the increasing importance of all things 'digital'. Our trade portal has recently been updated and 30% of our orders are now placed online. The new service offers access to stock and ordering 24/7 through mobile, tablet and desktop devices. Please contact your local Sales Representative or our Sales Office for more information on how to access the site.

Every month through our consumer website www.cormarcarpets.co.uk we consistently achieve high rankings on Google for the relevant carpet search terms. The Google maps search facility on the site can also help drive traffic to you. If you are not already listed on our consumer website, please contact our Marketing Department, with your details.

We trust that you will enjoy successful trading conditions over the Autumn and many thanks for your ongoing support.

Yours faithfully,

David Judge
Managing Director

P.S. Telephone or Fax Orders placed for immediate delivery, received before 5.00pm on Monday 31st October 2016 will not be subject to the increase. For Online Orders (via our Web Portal) the deadline is midnight on Monday 31st October 2016.



PRICE LIST 2016

FROM 1st NOVEMBER 2016

USERNAME ID

PORTAL LOG IN



www.cormarcarpets.co.uk



REGIONAL SALES

NORTHERN REGION

Carl Quail	REGIONAL SALES MANAGER	07786 394 826
Frank Gunn	West Scotland / Borders	07736 826 442
William Conquer	East Scotland	07843 347 805
Mark Ponding	Scottish Borders / North East	07885 801 759
Lynda Lockhart	Teeside / North Yorkshire / Humberside	07710 186 507
David Rawlinson	M6 Corridor / Cumbria	07834 177 081
Steve Flesher	South Yorkshire / Lincolnshire / North Nottinghamshire	07710 186 503
James Taylor	Lancashire / West Yorkshire	07710 186 505
Lee Harris	Cheshire / Merseyside / Isle of Man	07710 186 469

EASTERN REGION

Chris Isaacs	REGIONAL SALES MANAGER	07710 186 477
Trevor Swain	Norfolk / Suffolk / North Essex	07710 186 473
Rob Shergold	South London	07764 927 850
Steve Tapp	Brighton / West Sussex / South Surrey	07710 186 476
Lucy Hunter	Kent / East Sussex	07710 387 777

WESTERN REGION

Neil Burgess	REGIONAL SALES MANAGER	07710 186 497
Martin Hemmings	North Wales / North Staffordshire	07885 801 757
John Bevan	Gloucestershire / South Wales	07710 186 467
Neil Pitcher	Wiltshire / Berkshire / Channel Islands	07710 187 010
Neil Evans	Avon / Somerset	07801 676 669
Joe O'Boyle	Northern Ireland / Eire	07921 484 597
David Grebby	Birmingham / Shropshire / Worcestershire	07885 801 758
Darren Jackson	Devon / Cornwall	07885 801 756
Tim Bough	Dorset / South Coast	07834 177 080

CENTRAL REGION

Alan Harris	REGIONAL SALES MANAGER	07710 186 482
Jason Clewer	Derbyshire / Nottinghamshire / North Leicestershire / South Lincolnshire	07801 834 424
Dennis Johnson	Leicestershire / Warwickshire / Northamptonshire	07786 394 832
Mick Loughlin	Hertfordshire / Bedfordshire / Buckinghamshire	07712 653 835
Mick Binks	Oxfordshire / South West Northamptonshire	07786 394 824
James Emerson	South Essex	07843 347 803
Michael O'Riordan	Central / North London	07834 177 078
Chris Hudson	Middlesex / West London	07801 834 402
Raymond Smith	Hertfordshire / Cambridge	07843 347 804

CONTACT DETAILS

SALES OFFICE DIRECT LINE

01204 881200



When ordering please provide our sales staff with your order details in the sequence below, we will then input your order information using our new portal ordering system:

- 1 Your Account Number
- 2 Confirm Delivery Address
- 3 Range / Colour / Width / Size
- 4 Your Name & Order Reference

ONLINE SALES

portal.cormarcarpets.co.uk

For assistance contact: help.portal@cormarcarpets.co.uk

YOUR LOG IN DETAILS

4 OCT 2016

SALES OFFICE EMAIL / FAX

E-mail: sales@cormarcarpets.co.uk Fax: 0800 458 9181

SALES OFFICE OPENING HOURS

Monday - Friday 8.30am to 5.30pm
Saturday - 9.00am to 12.30pm

ACCOUNTS

Cheryl: 01204 881224 / Jane: 01204 881225 / Lesley: 01204 881227 / Janette: 01204 881226

E-mail: salesledger@cormarcarpets.co.uk

CUSTOMER SERVICES

Tel: 01204 881213 Fax: 01204 888154
E-mail: customerservice@cormarcarpets.co.uk

GENERAL ENQUIRIES

Tel: 01204 881234
E-mail: info@cormarcarpets.co.uk Web: www.cormarcarpets.co.uk

SQUARE METRE PRICE LIST

FROM 1st NOVEMBER 2016

THIS LIST SUPERSEDES ALL PREVIOUS LISTS

Product Name	SUITABILITY	WIDTHS	ROLLS	CUTS
APOLLO 100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	6.66 SQ M	7.25 SQ M
APOLLO PLUS 100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	6.73 SQ M	7.34 SQ M
PRIMO PLUS 100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic Medium Contract	4m 5m	7.58 SQ M	8.24 SQ M
PRIMO CHOICE SUPER 100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	7.88 SQ M	8.57 SQ M
PRIMO CHOICE ELITE 100% POLYPROPYLENE Heavyweight Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	9.77 SQ M	10.63 SQ M
PRIMO EXCELLENCE SUPER 100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	9.10 SQ M	9.88 SQ M
PRIMO EXCELLENCE ELITE 100% POLYPROPYLENE Heavyweight Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.30 SQ M	11.18 SQ M
PRIMO ULTRA 100% POLYPROPYLENE Heavyweight Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.07 SQ M	11.04 SQ M
SOFT FOCUS 100% FINESSE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Heavy Domestic	4m 5m	9.99 SQ M	10.85 SQ M
SENSATION TWIST 100% LUXELLE POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	9.38 SQ M	10.19 SQ M
SENSATION FEELING 100% LUXELLE POLYPROPYLENE Saxony with Woven Secondary Back	Heavy Domestic	4m 5m	9.69 SQ M	10.54 SQ M
SENSATION 100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.98 SQ M	11.94 SQ M
SENSATION HEATHERS 100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.98 SQ M	11.94 SQ M
SENSATION SUPREME 100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	11.42 SQ M	12.44 SQ M
LIVING NATURALS 50% PURE NEW WOOL 50% POLYPROPYLENE Loop Pile in Three Designs with Woven Secondary Back	Heavy Domestic	4m 5m	9.24 SQ M	10.05 SQ M
BOUCLÉ NEUTRALS 50% NEW ZEALAND WOOL 50% POLYESTER Loop Pile in Three Designs - Level Stripe & Textured with Woven Secondary Back (7 Stripes 4m only)	Extra Heavy Domestic Medium Contract	4m 5m*	10.39 SQ M	11.43 SQ M

SQUARE METRE PRICE LIST

FROM 1st NOVEMBER 2016

THIS LIST SUPERSEDES ALL PREVIOUS LISTS

MALABAR TWO-FOLD		SUITABILITY	WIDTHS	ROLLS	CUTS
100% PURE NEW WOOL Loop Pile in Two Textures with Woven Secondary Back		Heavy Domestic Medium Contract	4m 5m	12.47 13.51	13.51 14.55
FOREST HILLS SUPER		SUITABILITY	WIDTHS	ROLLS	CUTS
50% PURE NEW WOOL 40% LANELLE PP 10% TUFTBOND 32oz Twist Pile with Woven Secondary Back		Heavy Domestic	4m 5m	8.89 9.66	9.66 10.43
FOREST HILLS ELITE		SUITABILITY	WIDTHS	ROLLS	CUTS
50% PURE NEW WOOL 40% LANELLE PP 10% TUFTBOND 42oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic	4m 5m	10.28 11.22	11.22 12.16
OAKLANDS COLLECTION 32		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 32oz Twist Pile with Woven Secondary Back		Heavy Domestic	4m 5m	10.20 11.10	11.10 12.00
OAKLANDS COLLECTION 42		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 42oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic	4m 5m	12.17 13.21	13.21 14.25
OAKLANDS COLLECTION 50		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 50oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic Medium Contract	4m 5m	14.35 15.59	15.59 16.83
HOME COUNTIES HEATHERS 42		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 42oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic	4m 5m	11.06 12.09	12.09 13.12
HOME COUNTIES HEATHERS 50		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 50oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic Medium Contract	4m 5m	13.94 15.14	15.14 16.34
HOME COUNTIES PLAINS 42		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 42oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic	4m 5m	11.86 12.89	12.89 13.92
HOME COUNTIES PLAINS 50		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% POLYPROPYLENE 10% TUFTBOND 50oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic Medium Contract	4m 5m	13.94 15.14	15.14 16.34
NATURAL BERBER TWIST ELITE		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 45oz Berber Twist Pile with Woven Secondary Back		Extra Heavy Domestic	4m 5m	12.43 13.51	13.51 14.59
NATURAL BERBER TWIST DELUXE		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 55oz Berber Twist Pile with Woven Secondary Back		Extra Heavy Domestic Medium Contract	4m 5m	14.35 15.59	15.59 16.83
AVEBURY		SUITABILITY	WIDTHS	ROLLS	CUTS
100% PURE NEW WOOL Loop Pile Level Textured & Stripe with Woven Secondary Back (1" Stripes 4m only)		Extra Heavy Domestic Medium Contract	4m 5m*	16.12 17.52	17.52 18.92
TOWN & COUNTRY		SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 40oz Twist Pile with Woven Secondary Back		Extra Heavy Domestic Heavy Contract	4m 5m	18.06 19.48	19.48 20.90
		SUITABILITY	WIDTHS	ROLLS	CUTS
				10.00	10.00
		SUITABILITY	WIDTHS	ROLLS	CUTS
				10.00	10.00

Here to help.



Cormar's Customer Services Team answer the most frequently asked questions about Cormar's problem-solving process.

Q What do I do first if a problem arises?

A Before you contact Cormar, please inspect the problem yourselves. You may be able to resolve your customer's concerns straight away. Should you need to log a complaint with us you will also be in a position to give us a much more accurate description of the fault, which will help in speeding up the process.

Q How do I let Cormar know about the problem?

A Your complaint can be logged either via e-mail, telephone, fax or post. A form can be obtained by contacting our Customer Services department. If you wish to telephone please have all the details to hand. Once your complaint has been logged you will be given a Complaint Identification (CID) number. This number should be referenced in all correspondence.

Q How and when will Cormar respond?

A We aim to respond to your complaint within 3 working days. This response will take one of five forms:

More Information - we may require more information before deciding on the appropriate action.

Inspection - it may be that we need to have the carpet inspected. If this is required we will normally use Independent Inspections so you can be sure of an unbiased opinion.

Rectification - sometimes minor remedial work can be done by Independent Inspections, to solve the problem, saving your customer the upheaval of having to have another carpet fitted.

Offer - we may be in a position to immediately make an offer on the carpet. This will usually be in the form of a contribution towards the purchase price or a replacement carpet but it may also be in the form of rectification. The offer will depend on the length of time that the carpet has been fitted and the extent of the problem. Whichever offer is made please let us know what your customer would prefer as soon as possible.

Reject - if it is deemed not to be a manufacturing defect we may reject the complaint.

Q What are the most common reasons for a rejection?

A There are several possible reasons for this. Some examples may be:

Shedding - it is normal for all cut pile carpets using spun yarn to shed excess fibre when first installed. By vacuuming the carpet regularly, this excess fibre will be removed and any shedding should cease after approximately 4 months.

Shading - the appearance of light and dark areas where the pile has been brushed or flattened in a different direction to the lie of the pile. Shading is a normal characteristic of a cut pile carpet.

Flattening and Tracking - will occur in a cut pile carpet in areas of concentrated foot traffic and is a function of the amount of wear and maintenance. Neither of these are deemed to be manufacturing faults.

Fading - in wool carpets the colour can lighten when exposed to the ultra-violet light found in natural sunlight. judicious use of sunblinds or curtains is recommended in areas of high exposure. Marginal fading in wool carpets is not classed as a manufacturing fault.

Obvious Faults - manufacturing faults that should be clearly apparent at the point of fitting must be reported to Cormar within a reasonable period of time from date of fitting. Obvious faults reported after this time may be rejected.

Fitted over 2 Years - in line with the Carpet Foundation Code of Practice, we do not accept claims for manufacturing defects in instances where the carpet has been fitted for over two years.

Q What if an inspection is needed?

A Where we wish to inspect the carpet we will first advise you of this, and then an independent inspector will contact the consumer directly, usually within 3 days, to arrange a mutually convenient appointment. Cormar would normally receive their report within 10 working days. We will then contact you with the detail of the report and our conclusions.

Q What is Cormar's policy on pile reversal?

A At Cormar we appreciate that pile reversal can be a sensitive issue. It is recognised within the carpet industry that pile reversal is not considered to be a manufacturing fault. Indeed despite much research no one is sure why pile reversal happens. However we also appreciate that something should be done to help out the consumer who has a carpet suffering from pile reversal. As such we follow the Carpet Foundation Code of Practice, which provides a 2 Year Pile Reversal Guarantee. Therefore for confirmed cases of Pile Reversal, we will make an offer on the carpet, which could be in the form of rectification, an allowance or replacement. The offer is made subject to the following conditions:

- If the problem recurs in the same position / location after replacement, we will not consider a further claim.
- If following rectification, the problem recurs within 12 months, we will supply a replacement carpet or offer an allowance.
- This guarantee does not cover tracking or shading due to normal traffic patterns.
- In line with the Carpet Foundation Code of Practice and Guidelines to Members, fitting charges in respect of pile reversal replacements become the responsibility of the retailer. Cormar will not pay re-fitting charges in cases of pile reversal.
- Allowances accepted will be regarded as a full and final settlement.

Cormar will confirm offers made to you in writing. As the contract with the consumer is with yourselves and not with Cormar, we would strongly recommend that you put all the information contained in our letter in writing to your customer using your own letterheaded paper.

Q How can problems of non matching be avoided?

A When several cut length pieces of the same colour are going to be laid next to each other, we recommend planning and fitting the installation from one production batch. Therefore please order all the carpet at the same time and ask for the pieces 'To Colour Match'. Similarly Cormar produce 4 and 5 metre wide carpet in separate production batches and as a consequence there will always be a nominal difference between the two batches. Therefore if multiple cut lengths are going to be laid next to each other, we recommend planning an installation from one width.

Q What do Cormar advise regarding carpet maintenance?

A Cormar recommend that you advise your customers how to maintain the good looks of their carpet at point of sale. Regular and correct maintenance of a carpet has a large bearing on the look, wear and performance over time. As such it is recommended that the correct vacuum be used with following types of carpet:

Cut Pile Carpets - we recommend an upright vacuum cleaner with beater bar and brush.

Loop Pile Carpets - we recommend a cylinder vacuum cleaner using a suction head only. Use of a beater bar and brush on a loop pile carpet can cause the carpet to have a bobbled appearance.

We recommend that the carpet is vacuumed at least 2 or 3 times per week and that a large strong doormat is used next to external doors to reduce dirt and grit being spread from outside to inside the house.

MORE INFORMATION CAN BE OBTAINED FROM OUR WEBSITE

www.cormarcarpets.co.uk

CUSTOMER SERVICES TEL, FAX & EMAIL

Tel: 01204 881213 Fax: 01204 888154
customerservice@cormarcarpets.co.uk