



Greenwood & Coope Ltd

REGISTERED OFFICE — BROOKHOUSE MILL
GREENMOUNT, BURY, LANCASHIRE B88 4HR
REGISTERED No. 220956 ENGLAND
TELEPHONE: TOTTINGTON (01204) 887224
FACSIMILE: TOTTINGTON (01204) 887722
SALES DIRECT LINE: (01204) 881200
WEBSITE: www.cormarcarpets.co.uk
TRADE WEBSITE: portal.cormar.co.uk

OUR REF: DJJ/LC
YOUR REF:
DATE: July 2014

Mr D Guyan
Mr Carpet Limited
32 Stadium Studios
Riverside Road
LONDON

SW17 0BA

Dear David,

Although we have held our prices since March 2013, during that time we have experienced increases in our distribution and manufacturing costs. Therefore to maintain the high levels of quality, service and support you expect from Cormar, **it will be necessary to increase our prices with effect from Monday 4th August 2014.**

However we have kept the increase to a minimum and we will not be applying any increases to the popular Sensation Collection (Original, Feeling, Twist and Heathers), the Home Counties Plains & Heathers ranges and the recently launched Apollo Plus.

Please find enclosed an Address and Information Sheet plus a Price Brochure giving details of your new prices.

With the increasing importance of online research, can we also remind you of the free Retailer Directory service we offer on our consumer website www.cormarcarpets.co.uk. We are consistently achieving high rankings on Google for the relevant carpet search terms and the Google maps search facility on the site can help drive traffic to you. If you are not already on our website please contact our Marketing Department, with your details.

In September, Cormar will be exhibiting at the Flooring Show in Harrogate, with new ranges for the Autumn. This year the show will be held later in the month, from Sunday 21st to Tuesday 23rd September and we would be pleased to see you there. For good deals on hotels, within easy walking distance of the show visit www.theflooringshow.com.

Many thanks for your ongoing support.

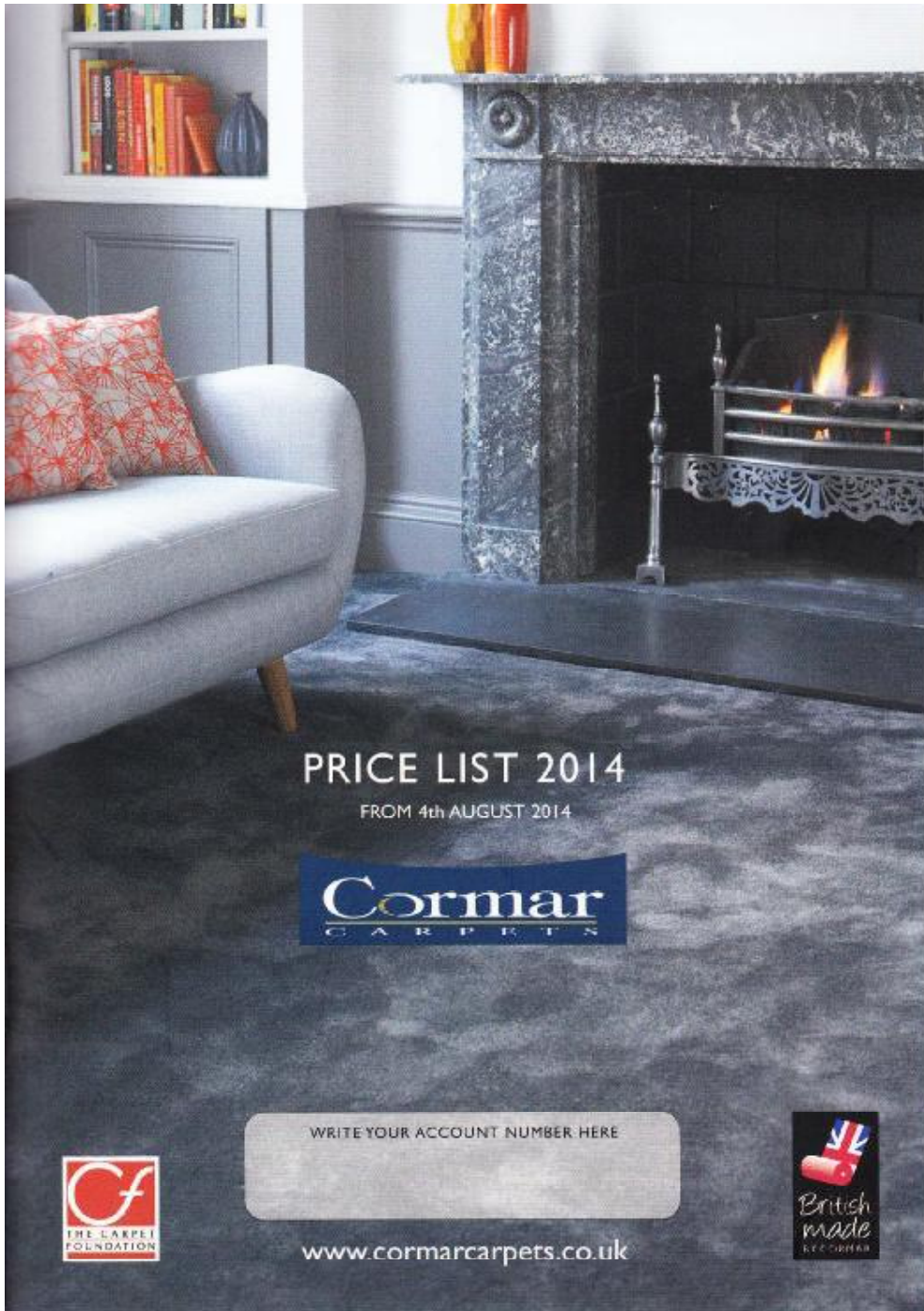
Yours sincerely,

David Judge
Managing Director

P.S. Telephone or Fax Orders placed for immediate delivery, received before 12.30pm on Saturday 2nd August will not be subject to the increase. For Online Orders (via our Web Portal portal.cormarcarpets.co.uk) the deadline is before 12pm on Sunday 3rd August 2014.

Chairman: B. W. Cormack

Directors: D.J. Judge B.A. A.C.A. (Managing) R.M. Barker B.A. F.C.A. (Finance) D.N. Cormack (Marketing)



PRICE LIST 2014

FROM 4th AUGUST 2014



WRITE YOUR ACCOUNT NUMBER HERE



www.cormarcarpets.co.uk



REGIONAL SALES

NORTHERN REGION

Carl Quail	Regional Sales Manager	07786 394 826
Frank Gunn	Scotland	07736 826 442
Mark Ponting	Scottish Borders	07885 801 759
James Taylor	Lancashire / West Yorkshire	07710 186 505
Lee Harris	Cheshire / Merseyside / I.O.M.	07710 186 469
Jason Clewer	Derby. / Notts. / N. Leicestershire / South Lincs.	07801 834 424
Lynda Lockhart	North East / North Yorkshire / Cumbria	07710 186 507
Steve Flesher	Humberside / North Lincs. / South Yorks.	07710 186 503

EASTERN REGION

Chris Isaacs	Regional Sales Manager	07710 186 477
Trevor Swain	Norfolk / Suffolk / N. Essex	07710 186 473
Mick Loughlin	Hertfordshire / Bedfordshire / Bucks.	07712 653 835
Alan Harris	North London / East London / S. Essex / Cambs.	07710 186 482
Chris Hudson	Middlesex / West London	07801 834 402
Steve Tapp	Brighton / West Sussex / S. Surrey	07710 186 476
Lucy Hunter	Kent / East Sussex	07710 367 777
Paul Lawrence	Central London / South London	07764 927 850
Mick Binks	Oxfordshire / S.W. Northants.	07786 394 824

WESTERN REGION

Neil Burgess	Regional Sales Manager	07710 186 497
Martin Hemmings	North Wales / North Staffordshire	07885 801 757
John Bevan	South Wales / Gloucs. / Worcestershire	07710 186 467
Neil Evans	Avon / Somerset	07801 676 669
Neil Pitcher	Wiltshire / Dorset / Channel Islands	07710 187 010
David Grebby	Birmingham / S. Staffs. / Shropshire / Mid Wales	07885 801 758
Dennis Johnson	Leicestershire / Warwickshire / Northants.	07786 394 832
Darren Jackson	Devon / Cornwall	07885 801 756
Joe O'Boyle	Northern Ireland / Eire	07921 484 597

OFFICE CONTACT DETAILS

SALES OFFICE DIRECT LINE

01204 881200 FREE L.



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 WEB SALES

portal.cormarcarpets.co.uk

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

YOUR LOG IN DETAILS

SALES OFFICE FAX / EMAIL

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

SALES OFFICE PERSONNEL

TRACEY (Office Manager) HELEN (Supervisor) NICKY
ANNE JOANNE CAROLINE ALISON KAREN BRENDA

ACCOUNTS

CHERYL (Supervisor) 01204 881224 JANE 01204 881225
LESLEY 01204 881227 JANETTE 01204 881226

CUSTOMER SERVICES

Tel: 01204 881213 Fax: 01204 888154
E-mail: customerservice@cormarcarpets.co.uk
MARK (Customer Services Manager) ANDREA EMMA SALLY

GENERAL ENQUIRIES / SAMPLING

Tel: 01204 881234 Fax: 01204 887722
E-mail: info@cormarcarpets.co.uk Website: www.cormarcarpets.co.uk

SQUARE METRE PRICE LIST

FROM 4th AUGUST 2014

THIS LIST SUPERSEDES ALL PREVIOUS LISTS

APOLLO	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	6.53 SQ. M.	7.11 SQ. M.
APOLLO PLUS	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	6.60 SQ. M.	7.20 SQ. M.
PRIMO PLUS	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic Medium Contract	4m 5m	8.11 SQ. M.	8.84 SQ. M.
PRIMO CHOICE SUPER	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	7.58 SQ. M.	8.24 SQ. M.
PRIMO CHOICE ELITE	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Heavyweight Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	9.39 SQ. M.	10.22 SQ. M.
PRIMO ULTRA	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Heavyweight Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	9.68 SQ. M.	10.62 SQ. M.
PRIMO DELIGHT	SUITABILITY	WIDTHS	ROLLS	CUTS
100% POLYPROPYLENE Saxony with Woven Secondary Back	Extra Heavy Domestic	4m 5m	9.92 SQ. M.	10.88 SQ. M.
SENSATION TWIST	SUITABILITY	WIDTHS	ROLLS	CUTS
100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Heavy Domestic	4m 5m	9.20 SQ. M.	9.99 SQ. M.
SENSATION NEW FEELING	SUITABILITY	WIDTHS	ROLLS	CUTS
100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Heavy Domestic	4m 5m	9.50 SQ. M.	10.33 SQ. M.
SENSATION ORIGINAL	SUITABILITY	WIDTHS	ROLLS	CUTS
100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.76 SQ. M.	11.71 SQ. M.
SENSATION HEATHERS	SUITABILITY	WIDTHS	ROLLS	CUTS
100% LUXELLE POLYPROPYLENE Heavyweight Saxony with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	10.76 SQ. M.	11.71 SQ. M.
LIVING NATURALS	SUITABILITY	WIDTHS	ROLLS	CUTS
50% PURE NEW WOOL 50% POLYPROPYLENE Loop Pile in Three Designs with Woven Secondary Back	Heavy Domestic	4m 5m	8.88 SQ. M.	9.66 SQ. M.
FOREST HILLS SUPER	SUITABILITY	WIDTHS	ROLLS	CUTS
50% PURE NEW WOOL 40% LANELLE PP 10% TUFFBOND 32oz Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	8.55 SQ. M.	9.29 SQ. M.
FOREST HILLS ELITE	SUITABILITY	WIDTHS	ROLLS	CUTS
50% PURE NEW WOOL 40% LANELLE PP 10% TUFFBOND 42oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	9.88 SQ. M.	10.79 SQ. M.
MALABAR TEXTURES	SUITABILITY	WIDTHS	ROLLS	CUTS
100% PURE NEW WOOL Loop Pile in Two Textures with Woven Secondary Back	Heavy Domestic Medium Contract	4m 5m	12.27 SQ. M.	13.32 SQ. M.

FROM 4th AUGUST 2014

SQUARE METRE PRICE LIST

THIS LIST SUPERSEDES ALL PREVIOUS LISTS

HEATHER CLASSICS 40	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 15% POLYPROPYLENE 5% TUFTBOND POLYESTER 40oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	10.56 SQ. M.	11.48 SQ. M.
HEATHER CLASSICS 50	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 15% POLYPROPYLENE 5% TUFTBOND POLYESTER 50oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	12.17 SQ. M.	13.23 SQ. M.
NATURAL BERBER TWIST ELITE	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 15oz Berber Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	12.75 SQ. M.	13.86 SQ. M.
NATURAL BERBER TWIST DELUXE	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 53oz Berber Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	14.35 SQ. M.	15.60 SQ. M.
NEW OAKLANDS 32	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 32oz Twist Pile with Woven Secondary Back	Heavy Domestic	4m 5m	10.80 SQ. M.	11.76 SQ. M.
NEW OAKLANDS 42	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 42oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	12.65 SQ. M.	13.63 SQ. M.
NEW OAKLANDS 50	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 50oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	14.98 SQ. M.	16.30 SQ. M.
HOME COUNTIES HEATHERS 42	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 42oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	11.40 SQ. M.	12.39 SQ. M.
HOME COUNTIES HEATHERS 50	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 50oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	13.40 SQ. M.	14.56 SQ. M.
HOME COUNTIES PLAINS 42	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 42oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic	4m 5m	11.40 SQ. M.	12.39 SQ. M.
HOME COUNTIES PLAINS 50	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% POLYPROPYLENE 50oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic Medium Contract	4m 5m	13.40 SQ. M.	14.56 SQ. M.
TOWN & COUNTRY	SUITABILITY	WIDTHS	ROLLS	CUTS
80% PURE NEW WOOL 10% NYLON 10% TUFTBOND 60oz Twist Pile with Woven Secondary Back	Extra Heavy Domestic Heavy Contract	4m 5m	17.37 SQ. M.	18.73 SQ. M.
AVEBURY PLAINS & STRIPES	SUITABILITY	WIDTHS	ROLLS	CUTS
100% PURE NEW WOOL Loop Pile Stripes and Plains with Woven Secondary Back (*Stripes 4m only)	Extra Heavy Domestic Medium Contract	4m 5m*	17.41 SQ. M.	18.91 SQ. M.
	SUITABILITY	WIDTHS	ROLLS	CUTS
			SQ. M.	SQ. M.
	SUITABILITY	WIDTHS	ROLLS	CUTS
			SQ. M.	SQ. M.

COMBINATION CORNER UNIT



COMBINATION CORNER UNIT

shown above

Consisting of:
FOUR SWATCH BAYS
TWO LECTERN BAYS
ONE CORNER BAY

£1050 + VAT

FIVE BAY WALL UNIT

shown opposite

Consisting of:
THREE LECTERN BAYS
TWO SWATCH BAYS

£745 + VAT

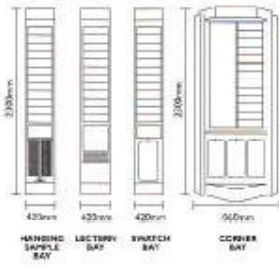
Coramar's In-Store Wall Systems offer you the opportunity to 'mix and match' four excellent display elements to keep your store looking good and improving sales.

EASY CLEAN FIVE BAY WALL UNIT

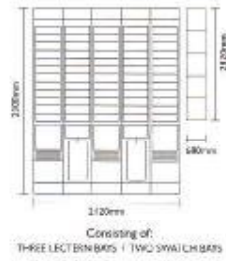


UNIT DIMENSIONS

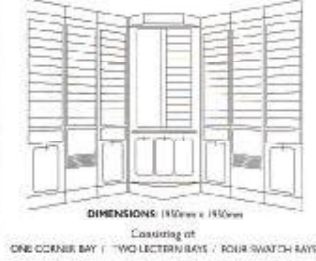
INDIVIDUAL BAYS



COMBINATION FIVE BAY UNIT



COMBINATION CORNER UNIT



CHOICE OF WALL DISPLAY



SWATCH BAY
WITH SAMPLE CASSETTE
£140 + VAT



HANGING SAMPLE BAY
WITH SAMPLE CASSETTE
£155 + VAT

CHOOSE FROM THE RANGES SHOWN ON PAGES 10

FOUR MODULES



LECTERN BAY
WITH SAMPLE CASSETTE
£155 + VAT



CORNER UNIT
WITH SAMPLE SWATCHES, CASSETTE & GRAPHICS PANEL
£180 + VAT

CHOOSE FROM THE RANGES AND GRAPHICS SHOWN ON PAGES 9 & 10

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 customers' 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.

RESOLVING CUSTOMER PROBLEMS

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 also 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

TERMS & CONDITIONS

1. BASIS OF CONTRACT

These terms and conditions apply to the agreement for the sale and purchase of goods between you and Cormar Carpets, to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing in these terms and conditions. "we", "our" and "Cormar" shall refer to Greenwood & Coops Limited, trading as Cormar Carpets, "you" or "your" shall refer to our customer and "goods" shall include carpet, samples and point of sale equipment.

2. PAYMENT

Pro-forma

A pro-forma account requires you to pay for goods ordered before they are prepared and despatched. Settlement terms are not available for a pro-forma account.

Credit terms

Payment is due by the end of the month following the date of the invoice. If you pay us by the 20th of the month following the date of invoice, we allow a settlement discount of 2/1% on the net value of goods (excluding vat). If payment is late, we reserve the right to impose a late payment charge equivalent to 2/1% per month and in addition any other charges that are incurred in the collection of monies from you. We may withdraw credit and payment terms at any time.

At all times you should keep us informed of any change of legal identity (e.g. sole trader to partnership or to limited company). Sole traders and partnerships should keep us informed of changes in their home address.

3. OWNERSHIP AND RISK

The risk in the goods shall pass to you on completion of delivery.

Title to the goods shall not pass to you until any and all of your outstanding accounts with us have been paid in full (in cash or cleared funds).

Until title to the goods has passed to you, you shall:

- i. hold the goods on a fiduciary basis as our bailee;
- ii. store the goods so that they remain readily identifiable as our property;
- iii. maintain the goods in a satisfactory condition and keep them insured against all risks for their full price from the date of delivery; and
- iv. give us such information relating to the goods as we may require from time to time.

If, before title to any goods passes to you, you become subject to any of the events listed in section 9, or we reasonably believe that any such event is about to happen, then, without limiting any other right or remedy we may have, we may at any time require you to deliver up all goods which have been supplied to you and if you fail to do so promptly, enter any premises in which you have a proprietary interest or the premises of a third party where the goods are stored in order to identify and / or recover them.

4. INTELLECTUAL PROPERTY

Photographic imagery, logos and range graphics supplied by Cormar or shown on our website remain our property. Our prior consent must be obtained prior to any usage by you and a credit supplied to Cormar. Any breach of Cormar intellectual property rights by you may result in legal action.

5. ORDERING

To avoid potential errors, all orders must be submitted to us in metric units and all orders whether written or verbal must be clear and legible. Cormar will not be liable for any error by you when placing orders.

The minimum order length is 1.5 Metres. Please note that all orders of a specific length will be rounded up to the nearest 5cm and charged accordingly.

Although some customers may wish to re-name our products and samples we cannot

guarantee that the order is processed correctly unless the Cormar product code is provided with the re-named product and colour name.

Our standard size rolls for all widths are 25 and 30 linear metres. All roll lengths greater than 25 metres will be charged at roll price. All lengths less than this are cut lengths and will be charged at cut length price. Cut lengths to match a roll, which are the same colour and width, and are ordered at the same time, will be charged at the roll price, up to a maximum of three matching cuts, per roll. Where an exact roll length is specified at greater than 25 metres, please order to the nearest half metre and allow extra time for delivery.

Please note when ordering, Cormar may not have stock of all colours in all widths at all times and therefore is not liable to fund the difference between the ordered item and an alternate item.

6. DELIVERY

All orders will be delivered to your usual, agreed premises, carriage paid within the UK.

An additional minimum carriage charge of £100 will normally be made for a delivery to any alternative address. Any other delivery arrangements will be at your expense. No deliveries will be made to private residential addresses.

Where you have asked us to deliver to unmanned premises, we will assume that you have fully indemnified Cormar against loss or damage of the carpet. Damage in transit must be reported immediately in writing or by fax.

Whilst we will make every effort to deliver to you within the delivery dates discussed, we cannot be liable for any loss arising from a delay in despatch or delivery, however this may have been caused.

7. LIMITATIONS

Measurements

In accordance with British Standard 3655:1981, a potential measurement tolerance of +/-1.25% is acceptable on all carpet supplied.

Sampling

The sampling provided should be used as a guide, not as an exact match to the broadloom carpet supplied. Each production batch, including 4 & 5 metre widths, is made independently, therefore a nominal variation is likely though this will be within commercial tolerance.

Equally, carpets made from heather blends may contain more or less flecks in the broadloom pieces supplied than the sample in the store. When cuttings are requested, they will be taken from sample stock not from current broadloom stock.

Matching

Where carpets of the same range and colour but varying standard widths are ordered, we cannot guarantee that they will match nor can claims be accepted for non-matching. If matching is essential, your fitting should be planned from one carpet of the same standard width, and matching must be clearly requested at the time of your order. When joining carpet must be laid in the same pile direction to ensure matching. Normal colour and matching deviation from original samples and patterns must be anticipated, particularly in the case of heather and berber styles.

8. CANCELLED ORDERS

If a cut length order has been cut from the roll by Cormar and is subsequently cancelled, we will, whether delivered or otherwise, deduct at least one third of the net value of the credit note to recoup our costs. A charge will be made on cancelled rolls to cover the full cost of cancellation. A cancellation will not be accepted where the length of the carpet is less than the width.

Once a customer has cut into a carpet, it cannot be considered for credit as a result of cancellation.

TERMS & CONDITIONS

9. INSOLVENCY OR INCAPACITY

If you become subject to any of the events listed below, or we reasonably believe that you are about to become subject to any of them, then, without limiting any other right or remedy available to us, we may cancel or suspend all further deliveries without incurring any liability to you, and all outstanding sums in respect of goods delivered to you shall become immediately due.

For the purposes of the above, the relevant events are:

- i. you fail to pay any sum under these terms and conditions when due or you are in breach of any other provision of these terms and conditions; or
- ii. an administration order is made in relation to you or a receiver or manager or administrative receiver or administrator is appointed of you or any of your assets or you enter into liquidation, including provisional liquidation, or you enter into any arrangement or composition with your creditors, or a bankruptcy order is made against you; or
- iii. any petition is presented, any resolution is proposed or any other steps or proceedings are taken which may lead to any such occurrence referred to in paragraph (ii) above; or
- iv. any distress or execution is levied on or affects any of your property or assets; or
- v. you are or are deemed to be insolvent or unable to pay your debts within the meaning given in section 123 of the Insolvency Act 1986; or
- vi. you cease to carry on business.

Termination of the agreement between us, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination. Any provisions which expressly or by implication survive termination of the agreement shall continue in full force and effect.

10. MANUFACTURER'S LIABILITY

Nothing in these terms and conditions shall limit or exclude our liability for:

- i. death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);
- ii. fraud or fraudulent misrepresentation;
- iii. breach of the terms implied by section 12 of the Sale of Goods Act 1979;
- iv. defective products under the Consumer Protection Act 1987; or
- v. any matter in respect of which it would be unlawful for us to exclude or restrict liability.

Subject to the above, we shall under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of business or profit, or any indirect or consequential loss arising under or in connection with this agreement or any cause whatsoever.

Our total liability to you in respect of all other losses arising under or in connection with this agreement shall in no circumstances exceed the invoiced value of the goods. If we receive notice from you within a reasonable time of discovery that some or all of the goods supplied are faulty, we will repair the fault or if this is not possible replace the defective goods (or provide similar goods of equivalent value to you), or issue you a credit note equal to the invoiced value of the defective goods.

11. COMPLAINTS AND CLAIMS

Your responsibilities

It is your responsibility to make your customer aware of the information provided at point of sale on the sample labels. Complaints, where the fault would have been clearly apparent at the time of fitting, should be referred to us within a reasonable time frame. Carpet supplied should be laid on a suitable new underlay and in accordance with good trade practice.

We cannot be responsible for wearability claims where a new underlay has not been fitted. It is recommended that exposed edges of loop pile carpets should be "whipped" or otherwise protected.

If it is necessary to return a carpet to us for whatever reason, the goods must be rolled on to a tube, wrapped and clearly identified. In some cases the carpet under complaint may not need to be returned to us. However, please obtain specific authorisation from the Customer Services Department before disposing of the carpet. To process a complaint, refusal or claim for credit a Cormar CID reference number must be obtained from our Sales Office or Customer Services Department.

In all cases

There are circumstances which are either outside our control or outside reasonable timescales. Therefore we cannot accept complaints relating to:

- i. shrinkage, where the carpet has been exposed to damp or significant changes in atmospheric conditions or has been loose laid;
- ii. shading and pressure bands, a tendency inherent in all pile fabrics, due to unequal pressure on the pile surface;
- iii. flattening, which will occur to some extent in "traffic lanes" although regular vacuuming will help to allay this;
- iv. treatments, applied by a third party after the manufacturing process which may damage or change the original nature of the carpet;
- v. the improper location, installation, use or cleaning of carpet.

(N.B. where carpet is showing pressure bands relating to storage, Cormar advise leaving the carpet to settle for at least 6 weeks, together with normal vacuuming). In regard to complaints relating to pile reversal and permanent shading, Cormar abide by the Carpet Foundation guidelines whereby claims for fitting charges in respect of replacements become the responsibility of the Retailer.

Dealing with unfitted complaints

Any shortage, damage, wrong product or fault or other claim or complaint howsoever arising must be notified before cutting or laying and in any event within 14 days of delivery.

Dealing with fitted complaints

It is your responsibility to inspect your customer's complaint. If you consider the carpet faulty due to a manufacturing fault then we will take the required details of the complaint and advise you of the course of action that we would take. Very occasionally, it is necessary to hand finish carpet after fitting. We reserve the right to inspect the carpet whenever it has been fitted and if it is reasonable and proportionate we will carry out such remedial work as we consider appropriate in the circumstances. If your customer unreasonably refuses to allow us to undertake remedial work then no further offers to resolve the complaint may be forthcoming.

12. SERVICE AND TRAINING

All telephone conversations will be recorded by the company for training purposes, to ensure quality of service and for the protection of all parties.

13. ENGLISH LAW

These terms and conditions shall be construed and shall take effect in accordance with English Law and be subject to the jurisdiction of English Courts.

IMPORTANT NOTE

No variation from these printed terms and conditions shall be effective unless recorded in writing and signed on behalf of Cormar by a Director.

No one else has authority to bind Cormar to any variation of these terms under any circumstances.

customerservice@cormarcarpets.co.uk

GREENWOOD & COOPE LTD,
T/A CORMAR CARPETS
4 AUGUST 2014

EXPRESS COLLECT

COLLECTION DEPOTS



www.cormarcarpets.co.uk

