

ITC

NATURAL LUXURY FLOORING Ltd

GENERAL TERMS AND CONDITIONS

1) **Claims/complaints.** All carpets should be inspected prior to installation, we will not accept claims for obvious faults in manufacture once a carpet has been cut and installed. Full explanation of our complaints procedure is available on request by sending an email to info@itcnaturalluxuryflooring.com No complaint will be inspected by either ITC Natural Luxury Flooring Ltd, or an independent inspector unless our customer has inspected our product and provided us with a completed inspection form supported with photographs of the claim. If ITC Natural Luxury Flooring Ltd or an independent inspector are required to inspect, then a charge would be made for the inspection should any of the following observations be made.

- i) Installation related problems
- ii) Consumer abuse or misuse
- iii) Lack of maintenance
- iv) Obvious on-site soiling
- v) Pet damage
- vi) Damage or soiling caused by 3rd parties

In the event of the consumer or our customer disagreeing with our findings then ITC Natural Luxury Flooring Ltd will appoint an independent arbitrator and abide by his or her decision.

2) **Cancellations.** Orders cannot be cancelled once a carpet has been cut or dispatched, or if a dye shot or trial has been approved and confirmed back.

3) **Product specification.** We operate a policy of continuous improvement and reserve the right to modify construction and specifications without notice.

4) **Prices.** All orders are accepted subject to the price ruling at the time of dispatch unless a prior agreement has been made in writing.

5) **Size tolerance.** We make every effort to manufacture the correct size, however slight variations are sometimes un-avoidable by plus or minus 1.25% this is allowable under BS clause 3 British Standards 3655 1974.

6) **Colour matching.** Whilst every effort is made to match to samples provided these samples should only be used as a guide and not an exact match, we do not guarantee exact matching between mixed widths, unless by special production by prior agreement.

7) **Minimum Orders.** Cut length for 4.00m and 5.00m is 3.0 linear metres.

8) **Shaped rugs.** Round and oval rugs priced on square/rectangular m2 price + £50.

9) **Bespoke made to measure rugs.** Minimum width for a bespoke rug is 180cm, minimum total number of square meters for a bespoke rug is 2.70 m2.

10) **Payments.** The goods remain the property of the seller until paid for in full. We reserve the right to charge interest at the current bank on a daily basis after the due date of our invoice.

11) **Contract Sales or large and special productions.** All orders for stock items will be cut and despatched in accordance with our customers instructions and cancellations will not be accepted once a carpet has been cut or despatched.

Large orders (250m² plus) will be produced against customers official orders, and delivery will be made in accordance with the customer's request.

Delivery of large orders should be taken within a previous agreed time schedule. We reserve the right to invoice goods if the pre agreed schedule is extended for more than 42 days, furthermore we will invoice storage costs at the rate of 5.00 pounds per roll/bale per week after this period.

Special productions on non-standard product will require a deposit of 50% of the total order value on placing the order with the balance payable before dispatch, unless otherwise agreed. In all cases we would require a signed official purchase order.

12) **Internet trading** All photographs of ITC Natural Luxury Flooring Ltd products and related photographs plus specification details remain the intellectual property of ITC Natural Luxury Flooring Ltd and cannot be used without written authority from a director of the company. Furthermore, ITC Natural Luxury Flooring Ltd will not support the sale or promotion of their broadloom products with customers who trade on an e-commerce basis or are linked to such style of trading, and we reserve the right to withdraw supply to such businesses.

ADVICE ON PRODUCT CARE/CARPET FACTS

Maintenance
Regular vacuuming is recommended using an upright cleaner with a rotating brush to help keep the carpet in good condition and remove dust and dirt. For detailed information on care and maintenance please go to www.itcnaturalluxuryflooring.com

Cleaning
Professional cleaning recommended, please refer to the factory for more information.

Shading
Over time regular foot traffic will flatten the carpet in regularly used areas, this will cause the carpet to show areas of differential shade in appearance, this phenomenon happens to all carpets with a pile surface and is not accepted as a basis for complaint.

Natural Yarns
In some of our products we use natural yarns, these are made by blending different yarn types, and this can cause irregularity in the appearance of the carpet and are not considered the basis for any claim.

Production
Most of our product is hand tufted and as such small irregularities are present, this would not be considered the basis for claims.

ITC

NATURAL LUXURY FLOORING Ltd

DELIVERY TERMS

Outer visual damage, shortage, or non-delivery-claims to be submitted within 3 days after delivery. This must be declared in writing to the carrier at the time of delivery.

Broadloom prices quoted are free delivered UK. Rug prices quoted are free delivered UK, based on minimum order of 3 rugs. When order for 2 rugs add £35, when order of 1 rug add £50. Bespoke rugs over 240cm wide, add extra freight charge of £85.

Deliveries only to commercial premises, we do not deliver to private addresses.

Delivery time is not the essence of the contract. Whilst the seller will make every reasonable endeavour to maintain any stated delivery date it accepts no liability whatsoever for consequential loss resulting from any delay however this may have been caused.

OUR SALES TEAM

Kent / Surrey / Sussex / All London postal areas / Middlesex

John Constable - 078736 734322 - john@jccagencies.co.uk & Mark Broster - 07766 255222 - mark@jccagencies.co.uk

Bedfordshire / Cambridgeshire / Essex / Hertfordshire / Norfolk / Suffolk

Gary Foster - 07515 283872 - gary@fosterfloors.co.uk

Bath / Bristol / Buckinghamshire / Gloucestershire / Herefordshire / Leicestershire / Northamptonshire / Nottinghamshire / Oxfordshire / Rutland / Shropshire / South Derbyshire / North Somerset / South Wales / Staffordshire / Warwickshire / West Midlands / Wiltshire-above M4 / Worcestershire

Stephen Binnersley - 07710 618 754 - stephen@sbsurfacesolutions.co.uk

Cheshire / Greater Manchester / Merseyside / North Wales / Wirral / FY postal area / Northern Ireland / Isle of Man

Lee Harris - 07842 448495 - leeharrism66@gmail.com

Cleveland / Lancashire / Lincolnshire / North Derbyshire / Teeside / Yorkshire

Steve Korobejko - 07702 292558 - smkagencies@gmail.com

Berkshire / Channel Islands / Cornwall / Devon / Dorset / Hampshire / Isle of Wight / South Somerset / Wiltshire (below M4)

Joanna Fletcher - 07738 007399 - joanna.fletcher4@hotmail.co.uk

County Durham / Cumbria / Northumberland / Tyne & Wear / Scotland and The Isles

Helen Thomson-Blok - 07903 583806 - thomsonblok@btinternet.com & Stacey McPherson - 07508187595 - jsmcperson.carpets@gmail.com

Republic of Ireland

Larry White - 00353 86259 4126 - thelarwhite@hotmail.com

National Contracts Manager

Jo Edwards - 07810 202147 - amjedwards@itcnaturalluxuryflooring.com

Sample Cutting Service available - email request to samples@itcnaturalluxuryflooring.com

Office contact for broadloom and rug orders:

Joost de Kaste - joost@itcnaturalluxuryflooring.com - 01622 534041

ITC Natural Luxury Flooring Ltd 12 Hay Hill, Mayfair, London, W1J 8NR, UK IT 0162 253 4041

ITC Natural Luxury Flooring Schering 45, 8281 JW Genemuiden, The Netherlands IT +31 38 38 611 60

info@itcnaturalluxuryflooring.com | itcnaturalluxuryflooring.com   

- Pricelist UK -

15th of January 2021



CONNOISSEUR  COLLECTION
— HAND-MADE LUXURY FLOORING AND RUGS —

CAMPEONE  COLLECTION
— LUXURY FLOORING AND RUGS —

ITC

NATURAL LUXURY FLOORING Ltd

Account number:

12 Hay Hill, Mayfair, London, W1J 8NR, United Kingdom

BROADLOOM	Pile Content	Width	Roll / m ²	Cut Length / m ²	Bespoke Made to Measure Rugs / m ²
Viscose CONNOISSEUR COLLECTION					
Elegance	100%	4 + 5 mtr	£69,95	£79,95	£135,50*
Essence	100%	4 + 5 mtr	£79,95	£89,95	£145,50*
Wool CONNOISSEUR COLLECTION					
Eco-Loop	100% Undyed	4 + 5 mtr	£37,85	£43,72	£88,10*
Eco-Rib	100% Undyed	4 + 5 mtr	£37,85	£43,72	£88,10*
Eco-Velvet	100% Undyed	4 + 5 mtr	£37,85	£43,72	£88,10*
Elba	100%	5 mtr	£36,70	£43,14	£87,61*
Riverline	100% New Zealand	4 + 5 mtr	£33,42	£38,01	£76,86*
Faux Silk / PA Nylon CAMPEONE COLLECTION					
Cabernet	PA 6.0	4 + 5 mtr	£21,19	£24,99	£64,85*
Cannes	PA 6.6	4 + 5 mtr	£45,73	£49,54	£88,88*
Chablis	PA 6.6	4 + 5 mtr	£28,33	£34,20	£72,51*
Chamonix	PA 6.6	4 + 5 mtr	£62,26	£66,90	£109,69*
Galaxy	PA 6.0	4 + 5 mtr	£62,44	£72,88	£118,39*
Kensington	SD PA 6.6	4 + 5 mtr	£49,54	£53,51	£95,06*
Richmond	PA 6.6	4 + 5 mtr	£36,00	£40,58	£84,38*
Sancerre	PA 6.6	4 + 5 mtr	£35,48	£40,12	£80,44*
Polyester CAMPEONE COLLECTION					
Gloss	100%	5 mtr	£57,89	£64,30	£107,25*
Singapore	100%	4 mtr	£46,30	£54,08	£77,25*

A surcharge of £45.00 will be applied to all cut lengths of less than 3.0 linear metres.

All cut lengths over 3.0 linear metres are free delivered.

Broadloom sample cutting service available email request to:
samples@itcnaturalluxuryflooring.com

Bespoke Made to Measure Rugs

We offer 2 styles of finishing to your made to measure rug. Piped finishing, where approximately 5mm of tape is visible on the edges and visible finishing where approximately 50mm of tape is visible.



1. Select your carpet

Simply select one of our carpets from the CONNOISSEUR or CAMPEONE COLLECTION.



2. Select your size

Please note the minimum width is 180cm and the maximum is 500cm. Minimum total square meterage of 2.70 m² is required. Round and oval rugs are priced on square/rect price +£50.00. For special shapes, please contact the sales office for advice.



3. Choose your style of finishing

Select piped or visible finishing from our selection of 5 different types of tape, all in several colours.



4. Add built-in anti-slip underlay (optional)

To avoid movement of the rug, we offer a built in anti-slip underlay as an optional extra at +£.6.50 m²



5. Payment and delivery

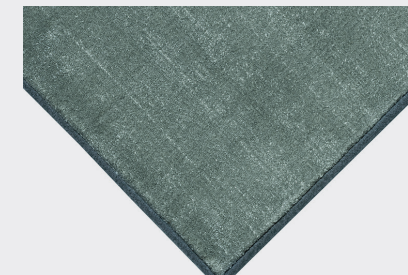
We require 100% pre-payment on all bespoke Made to Measure orders.
* Approximate delivery 2-3 weeks after payment.

Finishing styles for bespoke made to measure rugs

50 mm visible



5 mm piped



For more information on our selection of tapes: Please contact your member of our Sales Team

RUG PROGRAMME		120 x 180	165x230	170 x 230	200 x 300	240 x 340	250x350	Bespoke Rug / m ²
Catania	100% Wool			£312,50	£479,50		£715,00	£124,50*
Essence	100% Viscose	£192,50		£343,75	£547,50			£145,50*
Laatz	100% Bamboo			£265,50	£396,50	£567,50		£84,99***
Lima	100% PP		£116,25		£179,50	£242,50		£56,25*
Lisboa	50% Wool/ 50% Viscose			£399,95	£613,75	£843,50		£129,00***
Mateo	100% Wool			£387,75	£584,50	£818,85		£127,25***
Palermo	60% Viscose / 40% Wool			£399,00	£599,00	£847,50		£131,50***
Retro	100% Cotton & Chenille			£129,90	£199,50			n/a
Shadow	75% Viscose / 25% Wool			£324,45	£493,43	£669,18		n/a
Singapore	100% Polyester			£199,90	£306,75	£417,50		£77,25***
Sunshine	100% Wool-reversible			£306,50	£460,90	£648,50		£98,75
Velvet	100% Banana Silk			£694,50	£1.015,00	£1.379,90		n/a

Rug programme

Rugs free delivered when ordering 3 pces.
when ordering 2 pces add £35.00;
when ordering 1 pce add £50.00
All rugs over 240cm wide will incur freight charge +£85.00

Bespoke Rugs

We require 100% pre-payment on all Bespoke Rug orders
Minimum width for a bespoke rug is 180cm

Approximate delivery for bespoke rugs:

- * 2-3 weeks after full payment
- ** 6-8 weeks after full payment
- *** 12-16 weeks after full payment

Office contact for broadloom and rug orders:

Joost de Kaste joost@itcnaturalluxuryflooring.com
Telephone 01622 534041