

Method of material delivery

- After confirmation on our quotation, you will receive a **material order** from us.
- As soon as it is known, we would like to hear when this material can be delivered to us completely.
- We assume that the supplied material is the correct color and quality and is provided with clear **information** on the packaging and a clear packing list, preferably in Excel. (E.g. color numbers, dimensions, etc.)
- We would like to receive the entire material order **in one delivery**. If this is not possible, please let us know in advance. The production will start when all materials have been delivered **completely**.
- The delivery of leftover materials, different dimensions and for example B-choice material can cause delays, additional costs and/or an additional material order.
- After completing the order, the remaining materials will be removed by us. If you wish to receive the remaining materials back, we will be forced to charge costs for this.
- We are unable to keep your materials on stock for a longer period of time.

Quality control

- The inspection of the supplied materials takes place at the start of production, so not upon arrival in our warehouse.
- At the start of production we need a **master sample**. This master sample is used during production to do a check in each department.
- This master sample can be your reference sample. If you do not have a reference sample available, we will take a piece of the supplied material and treat it as our master sample.
- We keep the master samples in stock for up to 1 year after delivery of the order.
- During our quality checks, the following points are considered:
 - **Color**
 - **Structure/thickness**
 - **Deviations compared to the same rolls/planks**
- In case of deviations or doubts, we will send you a photo for assessment. At the same time, production is stopped. We ask you to communicate your decision within 24 to 48 hours at the latest.
- If the material is rejected, we will ask you to supply new material and the order will be **rescheduled** as soon as we know when the new materials will be delivered to us.