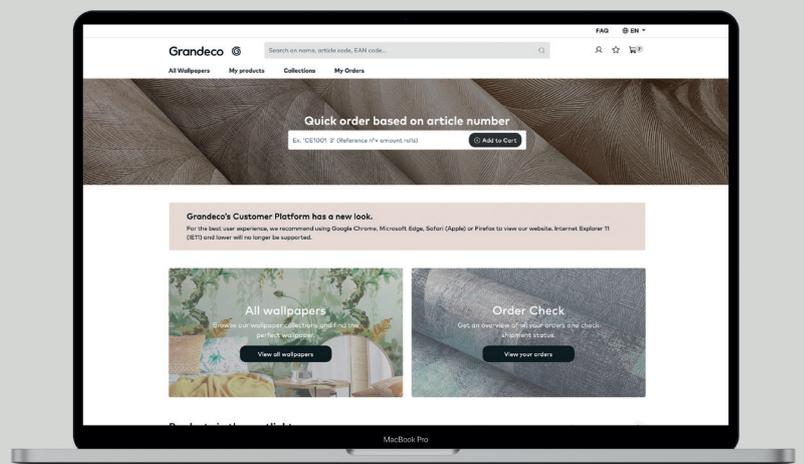


Grandeco 

# Customer Platform at Grandeco - always on.

*Ordering your Grandeco goods is easy and gives you access  
to all the information you need.*

Grandeco is moving ahead and the organisation is growing. We want to be able to offer our retailers a platform that allows easy access to product information at a time that is convenient for them and which offers the ability to order the goods directly online whenever you need.



# What does the platform offer you?



- 24/7 availability;
- a complete overview of the products you order;
- ability to check prices;
- an indication on stock availability;
- images of each product;
- a technical data file for each product;
- you can check your order history and track deliveries;
- more than one user profile is allowed.

This platform gives users 24/7 access and all that required is an **internet connection**. There is no need to install any apps and the platform works on a desktop, tablet and mobile phone.

For the best user experience, we recommend using Google Chrome, Microsoft Edge, Safari (Apple) or Firefox to view our website. Internet Explorer 11 (IE11) and lower will no longer be supported.

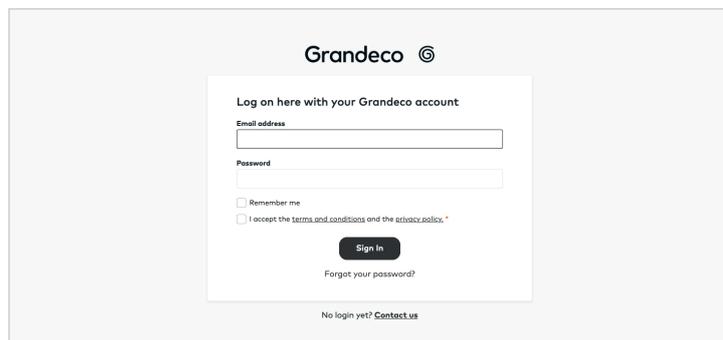
# How does it work?

## Login

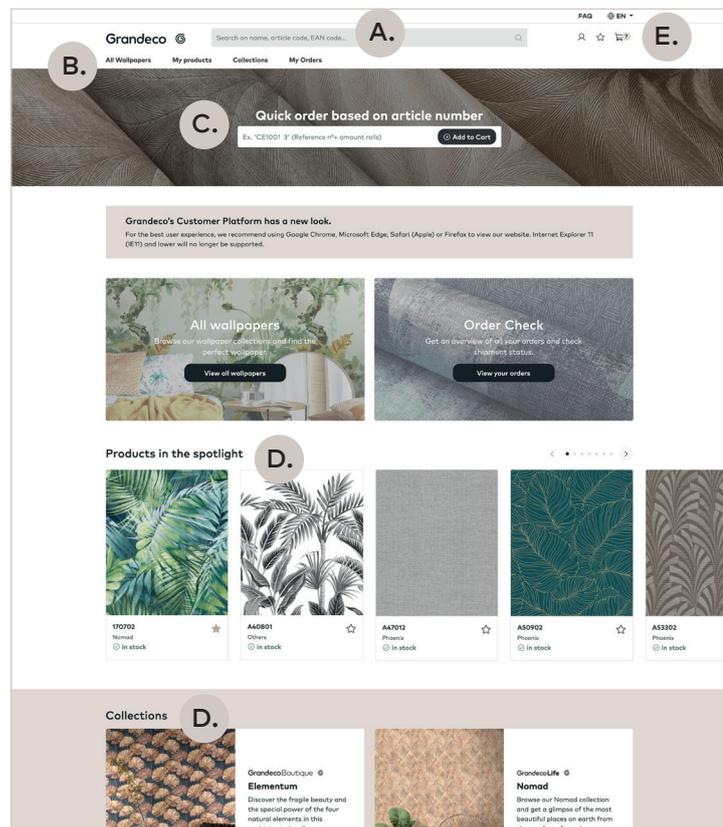
Go to [login.grandecogroup.com](https://login.grandecogroup.com)

Based on your user profile, you will either have full access and be able to order all the products and view pricing or you will be able to view the different ranges and product availability.

Don't forget to accept the terms and conditions.



## Navigating to the homepage



**A.**

**Find a product.**

Using the article number, EAN-code, your product reference or the concept name, you can easily find the right product.

Type your article number and select the item from the list that unfolds.

**B.**

**Menu.**

Go directly to the gallery to view all products, to our standard collections or your products and check the status of your orders in the 'My Orders' section.

**C.**

**Quick order.**

If you know the product code and the number of rolls needed, you can order directly without having to go to the product detail page. If, however, you want to check availability first, it might be easier to look up the product detail.

Enter the product code and roll number (separated by a space). Hit 'enter' and the order will be automatically added to your basket. For example: 'CE1001 12'. Repeat this step until you have entered your entire list.

**D.**

**Products and collections in the spotlight.**

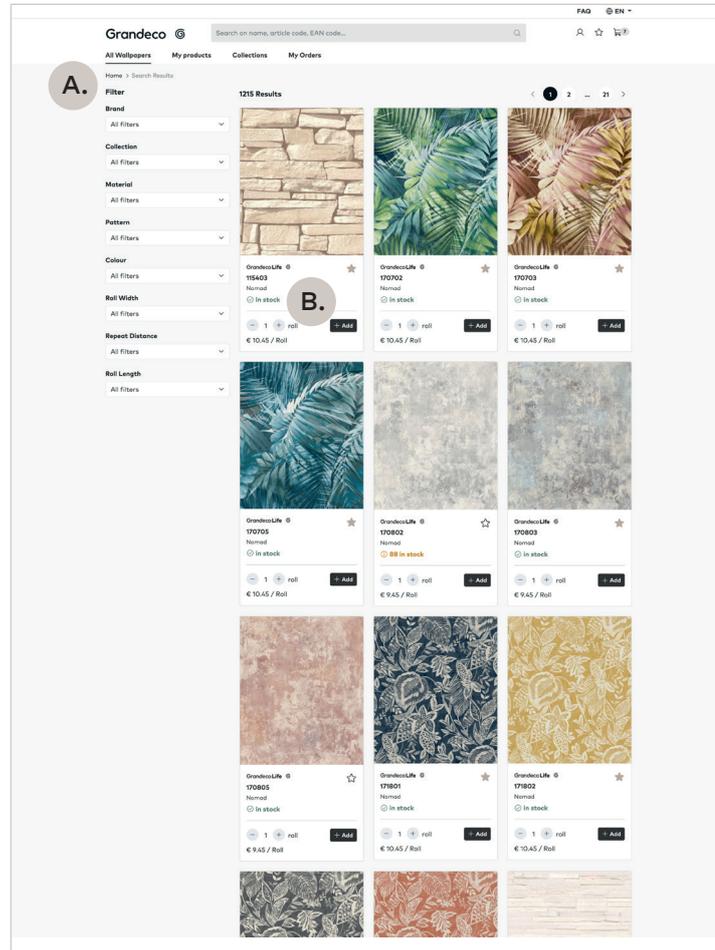
Discover products in the spotlight and go straight to collections from the homepage.

**E.**

**Link to shopping cart.**

There will be a green dot with the number of items you ordered next to the shopping cart.

# Scroll through the gallery



In 'All Wallpapers' you will find an overview of all products: products from the standard collections, as well as products from house collections and your own selections. Go to 'My Products' to view only an overview of your own products.

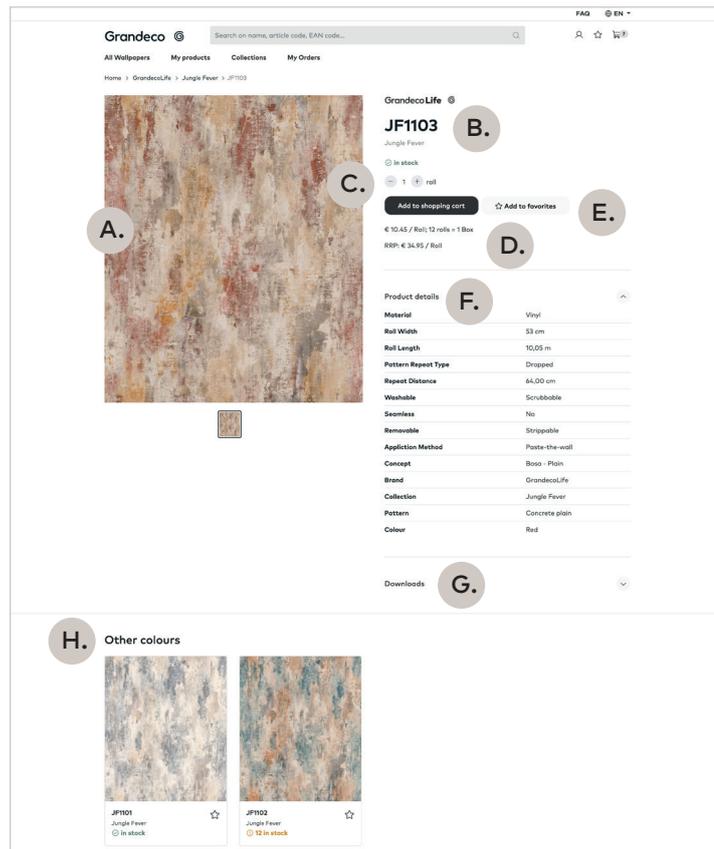
**A. Filters.**

If you are not sure what you are looking for, you can use the filters to find suggestions.

**B. Adding products to your shopping cart.**

Add products to the shopping cart from this overview or view the stock of all products.

# Product page



**A.** SKU image.

Room shots will be added gradually.

**B.** Product number, collection name and brand.

**C.** Indication of stock level.

- **In stock**  
We have sufficient stock of this item (more than 108 rolls)
- **Low stock**  
In that case, you will see the exact number of rolls that we have left (between 1 and 107 rolls)
- **Out of stock**  
In that case, you will either see the next production date, or the request to contact us for more information.

**D.** Price indication.

- *Stock price*
- *Room lot price*

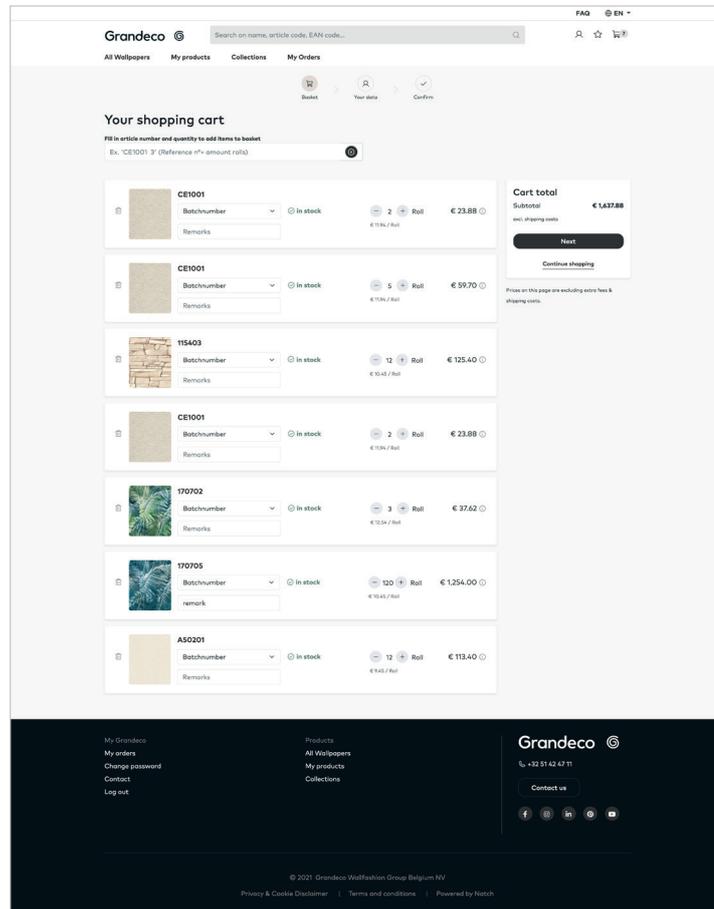
**E.** Add to shopping cart or to your favourites list.

**F.** Product details.

**G.** Option to download a technical file.

**H.** Other colour options and possible co-ordinations.  
Not available on all collections.

# Shopping cart - basket



This is where you will find all the items you have added to your basket. You get a quick overview of the availability and the prices (and how it was calculated).

You can still delete items, add them to your favourites and continue shopping (order directly or through the 'continue shopping' button). You can also change the number of rolls and choose a batch number.

# Shopping cart - your data

**Your data**

**A.** Your reference  
Additional remarks

**B.** Partial or grouped delivery  
 I accept of my items being delivered together  
 I accept partial deliveries/skips

**C.** Delivery or pickup  
 Deliver my order  
 Pickup order at our location (not for UK/Ireland)

**D.** Invoice address  
GRANDECO WALLFASHION GROUP BELGIUM NV  
WAKKENSESTEENWEG 49  
8700  
TIELT  
Belgium  
 Shipping address is same as invoice address

**E.** Contact data (optional)  
First name  
Last name  
Phone  
E-mail

**F.** Delivery date  
Desired delivery date  
22/10/2021

Continue shopping Next

You can fill out all specific data for your order here:

- A.** Your own reference and additional remarks.
- B.** Whether you want everything bundled or not.
- C.** Delivery or pick up.
- D.** Shipping address.  
With prefilled frequent addresses.  
If necessary, change the delivery address.  
You can either choose an existing delivery address from the list, or make a completely new one.
- E.** Contact data.
- F.** A desired delivery or pick up date.

# Shopping cart - confirm

**Grandeco** Search on name, article code, EAN code...

All Wallpapers My products Collections My Orders

Booked Your data Confirm

### Confirm

Article Code	Stock Status	Quantity	Price per Roll	Total Price
CE1001	In stock	2 Roll	€ 11.94 / Roll	€ 23.88
CE1001	In stock	5 Roll	€ 11.94 / Roll	€ 59.70
115403	In stock	12 Roll	€ 10.45 / Roll	€ 125.40
CE1001	In stock	2 Roll	€ 11.94 / Roll	€ 23.88
170702 407079/01	In stock	3 Roll	€ 12.34 / Roll	€ 37.02
170705 remark	In stock	120 Roll	€ 10.45 / Roll	€ 1,254.00
A50201	In stock	12 Roll	€ 9.03 / Roll	€ 108.36

**Cart total**  
Subtotal: € 1,437.88  
Total incl. vat: € 1,637.88  
[Submit order](#)  
[Continue shopping](#)

Prices and availability on this page are an indication and might be subject to change when the final order is made.

Your reference: -  
Additional remarks: -  
Partial or grouped delivery: -  
Grouped delivery: -  
Delivery or pickup: -  
Delivery: -  
Desired delivery date: 23/10/2021  
Invoice Address: GRANDECO WALLFASHION GROUP BELGIUM NV, WANDERBESSTENWEG 49, 8700, TIELT, Belgium  
Delivery address: GRANDECO WALLFASHION GROUP BELGIUM NV, WANDERBESSTENWEG 49, 8700, TIELT, Belgium  
Contact: -

Details of your order (the items, quantities, remarks, ...) will be available here. The only thing not showing will be the shipping costs as these are added once the goods have been dispatched.

Press 'submit order' to confirm your order.

You will get an automatic confirmation email of the order that you processed. After that, we get the order in our system, and then we will send you our official confirmation.

# My orders

Customer view: mag@wallfashion@grandecogroup.com - Janine - Text e-mailing - Log out

Grandeco Search on name, article code, EAN code...

All Wallpapers My products Collections My Orders

Search (0) From Until Search Clear

Cancel or change your order? Contact our customer service. Phone +32 (0)31 424710

Order-id	Your reference	Order-date	Status	Shipping to	Total excl. vat
663680	NV020/K031/7772 ND	06/02/2018	Sent	HOELL	€ 276.94
663649	NV020/ST934/2189 WE	06/02/2018	Sent	THOMAS STELZEL	€ 23.70
663641	NV020/KN179/2442 RE	06/02/2018	Sent	KREISSL GMBH	€ 32.33
663477	NV020/BS161/0992 HL	06/02/2018	Sent	BRODESEN GMBH	€ 66.83
663468	NV020/K056/0221 ND	06/02/2018	Sent	WOHNWELT 24	€ 20.69
662710	NV020/EL237/1219 DD	01/02/2018	Sent	ELG - GÖRLITZ-NIESKY EIG	€ 37.33
662661	NV020/S1471/0290 SB	01/02/2018	Sent	SIX WERNER	€ 88.73
662652	NV020/K031/7728 ND	01/02/2018	Sent	WALLNER NORBERT	€ 37.38
662135	NV020/AS044/0627 KA	30/01/2018	Sent	MATTHIAS ASSMANN	€ 49.41
662111	NV020/RIE337/5988 WE	30/01/2018	Sent	RIQO-MARKT GMBH	€ 24.74
662075	NV020/EL237/1213 DD	30/01/2018	Sent	ELG - GÖRLITZ-NIESKY EIG	€ 27.04
661156	NV030/RH20V/0216 DD	25/01/2018	Sent	RH HOME STYLE GMBH	€ 61.31

My Grandeco My orders Change password Contact Log out

Products All Wallpapers My products Collections

Grandeco +32 51 42 47 11 Contact us

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An overview of all your orders with their status. UPS tracking is possible.

# FAQ

Grandeco Search on name, article code, EAN code...

All Wallpapers My products Collections My Orders

Home > The Grandeco Helpdesk

### The Grandeco Helpdesk

How can we help? View our most frequently asked questions or send us a personal message. We're always happy to assist.

FAQ

+ Quick ordering

Grandeco Wallfashion Group Belgium  
Waldensiemweg 49  
Industriepark Zuid B-8700  
Belgium  
+32(0)31 42 47 11  
info@grandecogroup.com

Availability  
Monday - Friday: 8:30 - 12:30, 13:30 - 17:00 (GMT + 1)  
Central European Time Zone (CET)

Questions about orders?  
Check the status of your order online via [My orders](#)  
+32 51 424702  
e:ordercop@grandecogroup.com

Send a message

Phone number

Message

Attachments  
Bestanden kiezen Geen bestand gekozen

I accept the terms and conditions and the privacy policy.

I'm not a robot

Send message

My Grandeco My orders Change password Contact Log out

Products All Wallpapers My products Collections

Grandeco +32 51 42 47 11 Contact us

View our most frequently asked questions or send us a personal message.

## How to get access to all of this?

1. Go to [login.grandecogroup.com](http://login.grandecogroup.com) and select "No Login Yet? Contact us".
2. Contact Grandeco customer service.
3. Speak to your sales representative.

*Please note that it can take a couple of days to prepare and create your profile.*

## Contact.

Grandeco WallFashion Group Belgium nv  
[uksales@grandecogroup.com](mailto:uksales@grandecogroup.com)  
[www.grandecogroup.com](http://www.grandecogroup.com)  
01773764903

