

Sample Order User Guide

Contents

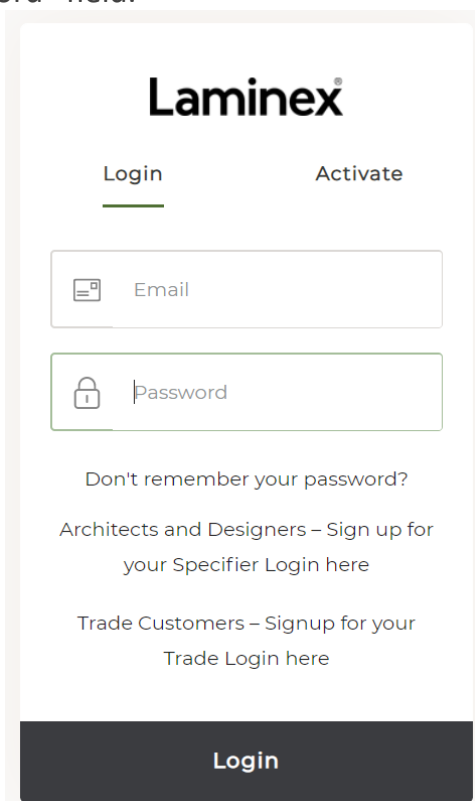
1. [Getting Started - Account Activation](#)
2. [Order Samples & Brochures](#)
3. [Sample Order History](#)
4. [Web Chat](#)
5. [Help & Support](#)

Getting Started - Account Activation

Account activation is required for e-commerce account logins and sample order logins.

Please go to: <https://store.laminex.co.nz>

Click on “Activate” in the upper right hand corner and enter the email address indicated in your e-commerce registration or signup form. Next, choose a password for your e-commerce account and enter that into the “Password” field.



Laminex

Login Activate

Email

Password

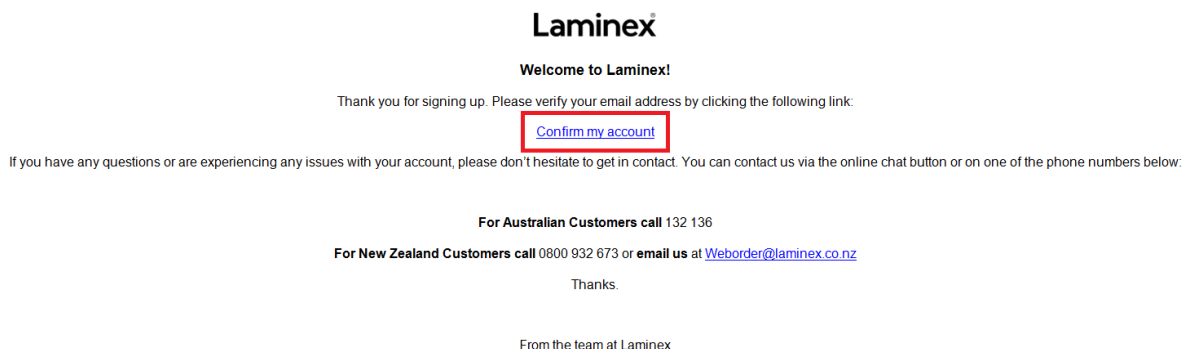
Don't remember your password?

Architects and Designers – Sign up for your Specifier Login here

Trade Customers – Signup for your Trade Login here

Login

After clicking “Activate Account”, you will receive an email asking you to verify your email address, click on the “Confirm My Account” link in this email, as indicated below:



Once you've completed this step, you can log in and begin placing sample orders!


For future orders, please go to <https://laminex.co.nz> and login to begin placing sample orders. This is also the best URL to use as if you wish to create a bookmark.

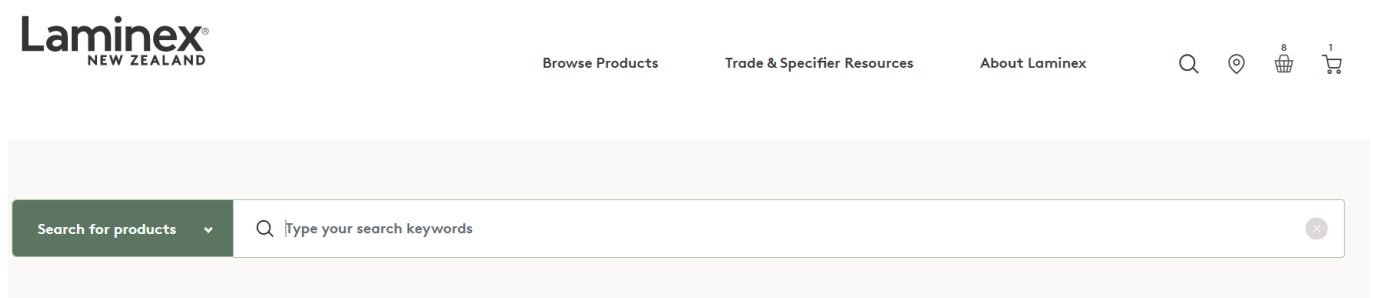
[Back to top](#)

Ordering Samples & Brochures

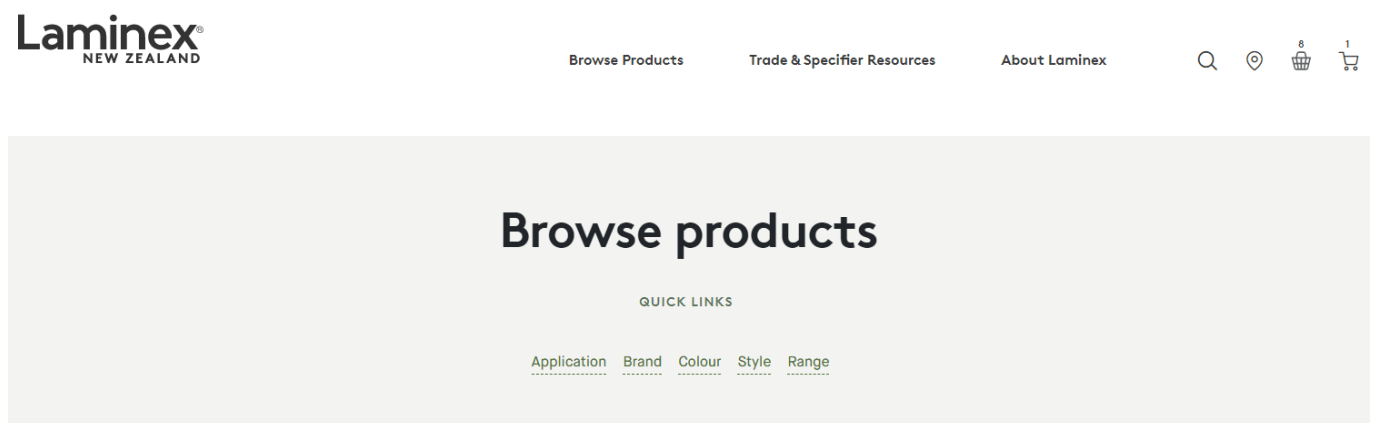
The first step for sample ordering is to login. By logging in you will be able to select larger sample sizes and will be able to order higher quantities of samples than are available to the general public.

Merchandising items such as full box sets, new books or display boards are not available on the website, and these should be ordered by contacting your laminex business partner.

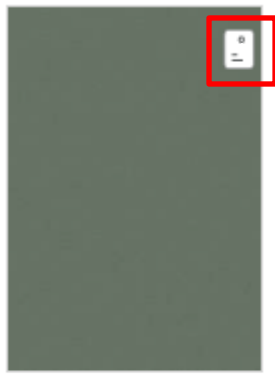
To place a sample or brochure order; find the product you are interested in using the search button in the top right of your screen  this pulls up a window allowing you to filter your search via a drop-down menu if required. Search for the product you wish to find – do not search for “samples” eg enter the colour, brand, range, or finish.



You can also click on the “Browse products” link in the top centre of the screen which takes you to a page in the main website, and choose browse by Brand or Range



When you find the product you are interested in click on the sample icon or the order a sample box



Green Slate

Melteca



Order sample

Don't forget finishes and colours can look drastically different when used in different settings. To be sure, view a sample in person with the intended lighting

Order sample

The sample order popup will be displayed



Melteca Standard Green Slate Sample

You can order a maximum of 10 free samples in a single order.

FINISH

Pearl

QTY

1

PRICE (EX GST)

\$0.00

SIZE

Chip

YOUR PRICE

\$0.00 ex GST and freight



Select a brochure (optional)



Melteca Brochure

Date Issued: 04 Apr 2020

5.09 MB Download

QTY



0

Add to basket

Select the finish and size or sample you are interested in. To select a brochure, click the tick box to see the available options. Enter the desired quantity and Add to basket. The requested items are added to the sample basket cart.



Sample order cart

SAMPLE	FINISH	SIZE	QTY	PRICE PER UNIT	TOTAL PRICE
 Meltaco Standard Green Slate Pearl Chip Sample	Pearl	Chip	1	\$0.00	\$0.00
BROCHURE					
 Meltaco Brochure			1	\$0.00	\$0.00

TOTAL
\$0.00

Price excludes GST and freight

← Continue Shopping

Clear Cart

Checkout

When you are happy with the content of your sample cart, click on Checkout to proceed. You will be asked to enter some project information, and to provide a phone number (mobile is preferred).

Your details

ABOUT ME*

Cabinet Maker/Joiner

FIRST NAME*

text

LAST NAME*

Tester

EMAIL ADDRESS*

nzprod@test.com

BUSINESS NAME*

Test account - NZ ERP

PHONE NUMBER*

02199999

PROJECT NAME OR REFERENCE*

smith job

WHAT KIND OF PROJECT IS THIS FOR*

Residential Multiple Unit

PROJECT LOCATION*

Bay Of Plenty

WOULD YOU LIKE TO RECEIVE MORE INFORMATION ABOUT LAMINEX PRODUCTS/SERVICES?

Enter the shipping information eg you may wish to send samples directly to a client.

Once you click on Submit order, you will receive the below message, where you can choose to download a copy of the order details submitted.

Thank you for your order!

Order #1081 has been confirmed


View sample order history
Download Sample Order

Have any questions or need to change your order?
[Get in touch](#) with our customer service team

[Back to top](#)

Sample Order History

Sample order history may be viewed from the dropdown arrow next to your user name



Browse Products Trade & Specifier Resources About Laminex

👤 NZTESTUSER003 NZ ECOMMERCE TESTING DO NOT DELETE ⌵

Sample Order History

Log Out

A list of all sample orders placed in the previous 12 months will be displayed. Click on the ⌵ icon to expand the order lines.

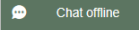
Sample Order History

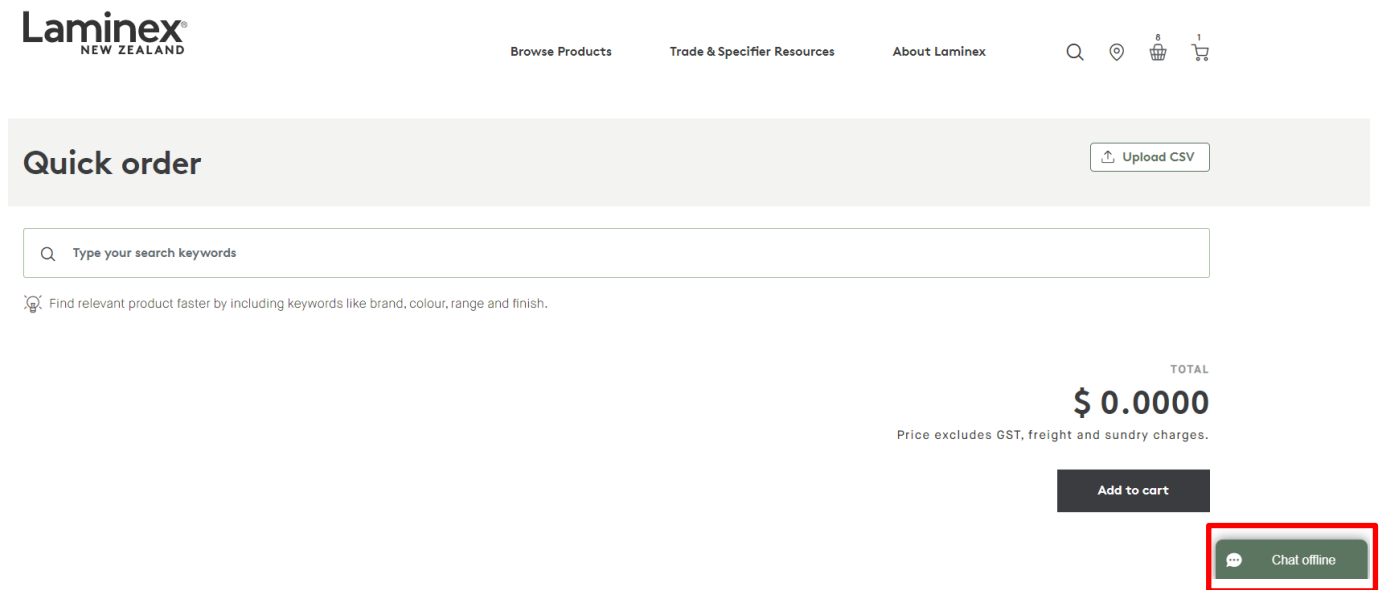
Available for 12 months

Order #370		\$0.00	Incl GST	⌵
<small>21 Apr 2020</small>				
DESCRIPTION	QTY	FINISH	SIZE	TOTAL (INCL GST)
Laminex Formica Classic Laminate Spinifex Natural Chip Sample	1	Natural	Chip	\$0.00
Brochure Laminex HPL	1			\$0.00
Melteca Standard Black Sample	1	Pearl	Chip	\$0.00
<hr/>				
Order #102		\$0.00	Incl GST	⌵
<small>07 Apr 2020</small>				

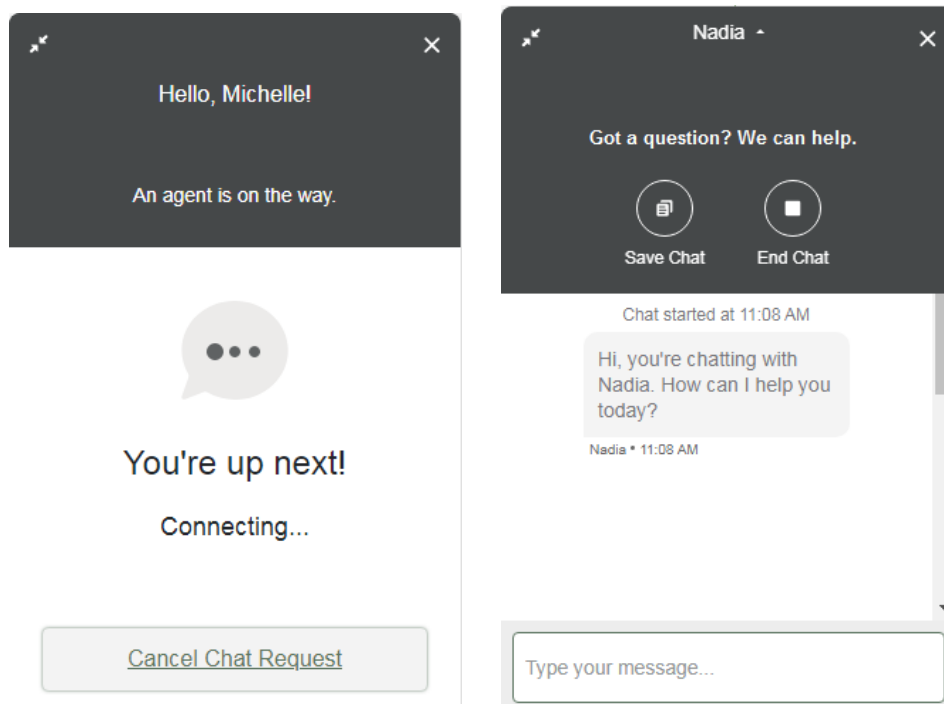
Web Chat

If you get stuck or have a question – there are a number of ways to get in contact (see Help & Support section of this document), however Web Chat is a simple to use tool giving you immediate access to one of our Laminex NZ Customer Service Representatives, who are ready to assist you.

When the team is unavailable, the button will show . As soon as a member of the team becomes available you will see Chat now as indicated below. Click to begin your chat.



Web Chat screen examples:



Product Details

Our Product Details page (accessed from browse or search) shows all relevant information on a product.

To the right of the screen you can scroll through to find further information as outlined below:

- **Sample Ordering** – Click to request a sample
- **Download Product Images**– eg full sheet or seamless swatches for use with design software
- **Download Product documents** – eg brochures, technical data sheets, MSDS
- **Budget** – View budget indicators
- **Applications** – Where the product can be used
- **Features Warranty & Fire** – Performance characteristics, fire ratings and warranty information
- **Health & Environment** – Sustainability information

The screenshot shows the Laminex New Zealand website's product details page for 'Melteca Standard Green Slate Naturale'. The page layout includes a top navigation bar with the Laminex logo and links for 'Browse Products', 'Trade & Specifier Resources', and 'About Laminex'. Below the navigation is a breadcrumb trail: 'Browse products > Brand > Melteca > Standard > Green Slate > Melteca Green Slate Naturale Standard'. The main content area is split into two columns. The left column features a large image of the product with a 'VIEW FULL SHEET' button in the top right corner. The right column contains the product title, 'Tones of New Zealand Collection', and a configuration section with dropdown menus for 'SUBSTRATE', 'FACE', 'SIZE', and 'THICKNESS'. Below this is a call to action for 'Order sample' with a sub-note about finishes and colors. Further down are sections for 'Downloads' (with buttons for 'Download product images' and 'Download product documents'), 'Applications' (listing Furniture, Cabinetry, and Vertical wall lining), 'Features, Warranty & Fire' (listing Group 3 fire rating, Scuff Resistant, Easy to Clean, Impact Resistant, Stain Resistant, Warranty - 10 years, and Scratch Resistant), and 'Health & Environment' (listing Environmental Choice NZ, ISO 14001, FSC, Green Star, and Homestar).

Help & Support

Our Web Order Support Team consists of Customer Service Representatives who are specifically trained to:

- On-board new customers
- Troubleshoot issues
- Capture customer feedback for further improvement
- Provide support both online and over the phone

This team can be contacted in the following ways:

Web Chat: Click the “Chat now” button (See page 6 of this document)

Phone: 0800 WEBORDER (0800 932 673)

Email: Weborder@laminex.co.nz

[Back to top](#)