



FROM BELGIUM WITH LOVE

THANK YOU

WEVER & DUCRÉ



WEVER & DUCRÉ
LIGHTING

Wever & Ducré

Webshop

HOW TO & IMPORTANT INFORMATION



WEVER & DUCRÉ
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How to get started

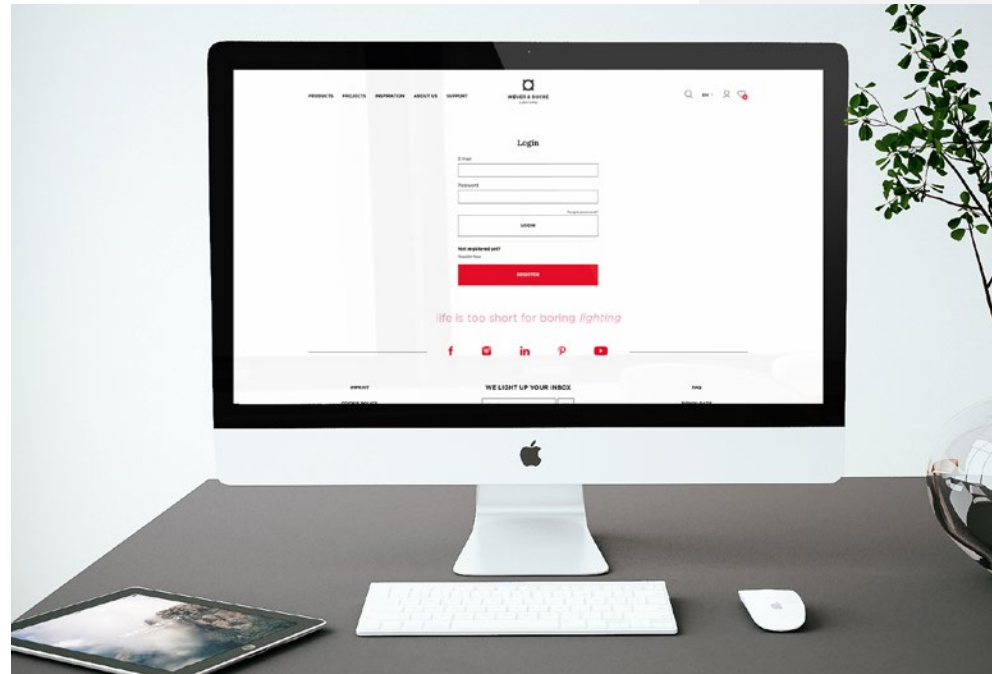
To get access to our web shop, you need to create a B2B account on our website. After filling out the registration form for the B2B account, our Customer Service will check your data and enable your account for the web shop, which is connected to your already existing business account at Wever & Ducré. Once this is done, you will get an automatic mail that informs you, that your business account is now activated and ready to use.

To log in / to register, simply visit our website weverducre.com and click on the account symbol on the right top of the navigation:



How to *get started*

You will then be forwarded to the log in form, where you can enter your mail address and the password. To create a new account, click on “register”. If you already have an account, you can log in here and jump over the next steps of creating one.



Login

E-Mail

Password

[Forgot password?](#)

LOGIN

Not registered yet?

[Register Now](#)

REGISTER

How to *get started*

You will have to fill out the form with the same data that your active personal Wever & Ducré business account is holding in order to match the accounts. Once you've submitted the form, you will get an automatic mail to activate your account and set a password.

Please keep in mind that your log in is personal, should not be transferred and that orders you complete with this account are binding.

The image shows a computer monitor displaying a registration form for Wever & Ducré. The form is divided into three sections: GENERAL INFO, CONTACT DETAILS, and ADDRESS DETAILS. The GENERAL INFO section includes fields for Company name, Language, and VAT. The CONTACT DETAILS section includes fields for Title, First name, Last name, Profession, Phone number, and E-mail address. The ADDRESS DETAILS section includes fields for Company name and Street. A 'Need help?' button is visible in the bottom right corner of the form.

How to get *started*

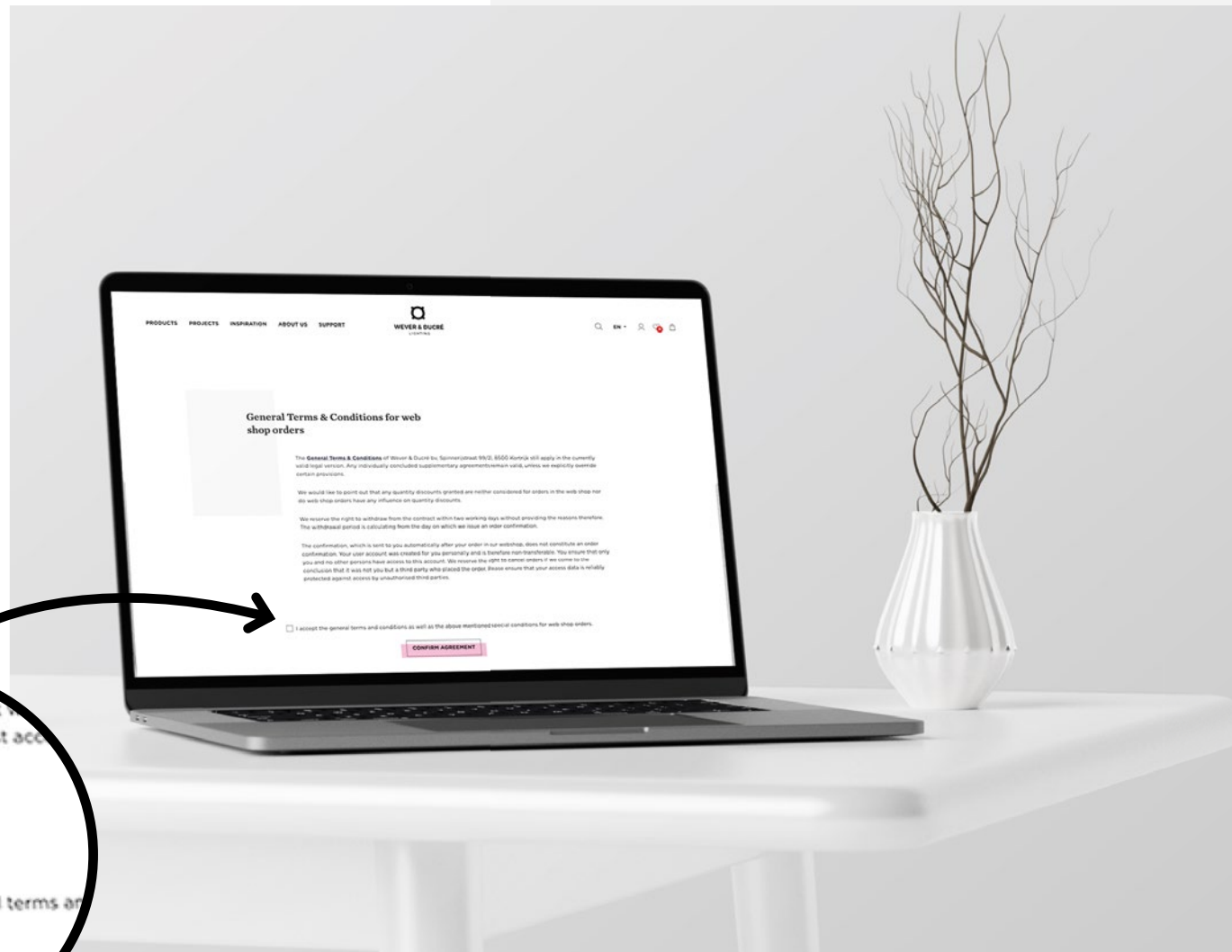
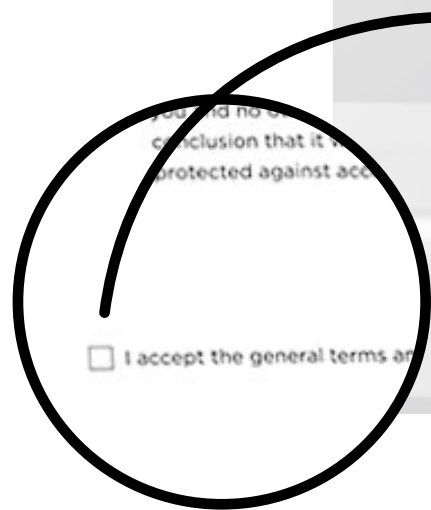
As soon as our Customer Service has checked your data and enabled your account for the web shop, you will get another automatic mail that your business account is activated.

Then you are good to go and ready to shop.



How to get *started*

When you log in for the first time, you will have to accept our general terms and conditions, as well as the special conditions for web shop orders.



How to create *orders*

After you agreed to the terms & conditions, you are good to go. You can now put products and accessories in your basket. To do so, search for the products you would like to order, choose the wanted versions on the product detail page and put the needed amount in your basket. You can also set up multiple baskets in your account settings.

1. Search for your product – either with our website search or you stroll through our products in the product overview

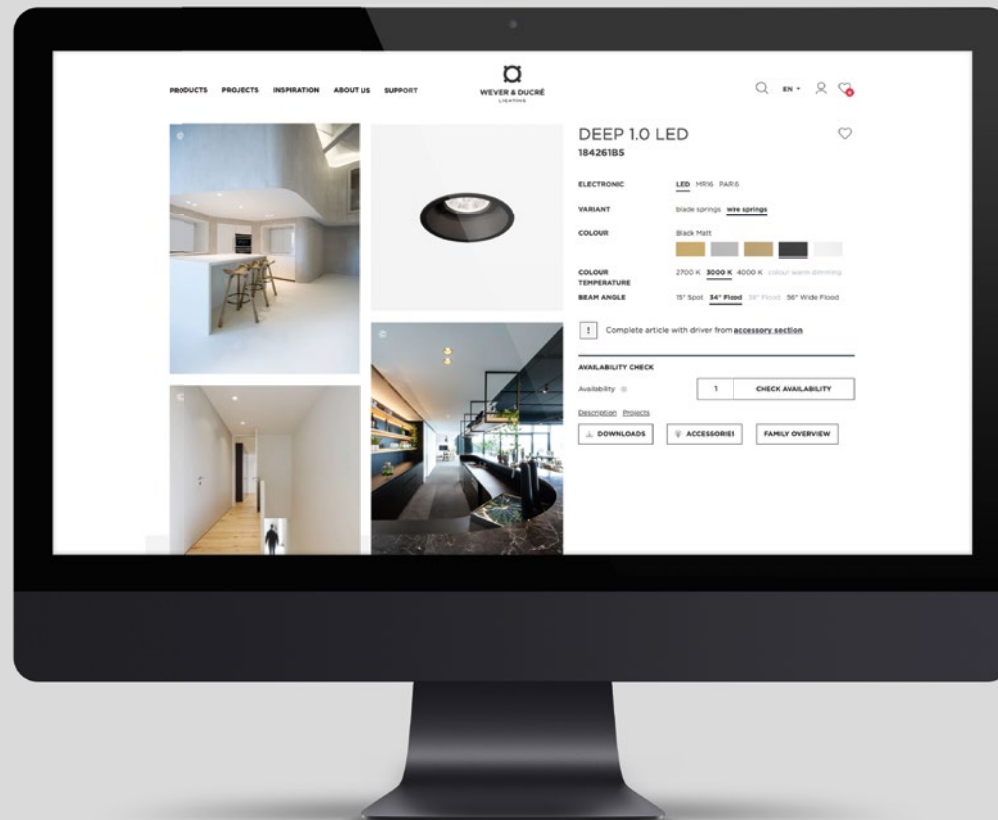


How to create *orders*

2. Click on the desired product in order to get to the product detail page and choose your wanted version & amount

The price you see (EUR 37,98 on the screenshot) is reduced list price after deducting your agreed discounts. Above you can see the initial list price.

You can also check the availability of your desired product beforehand



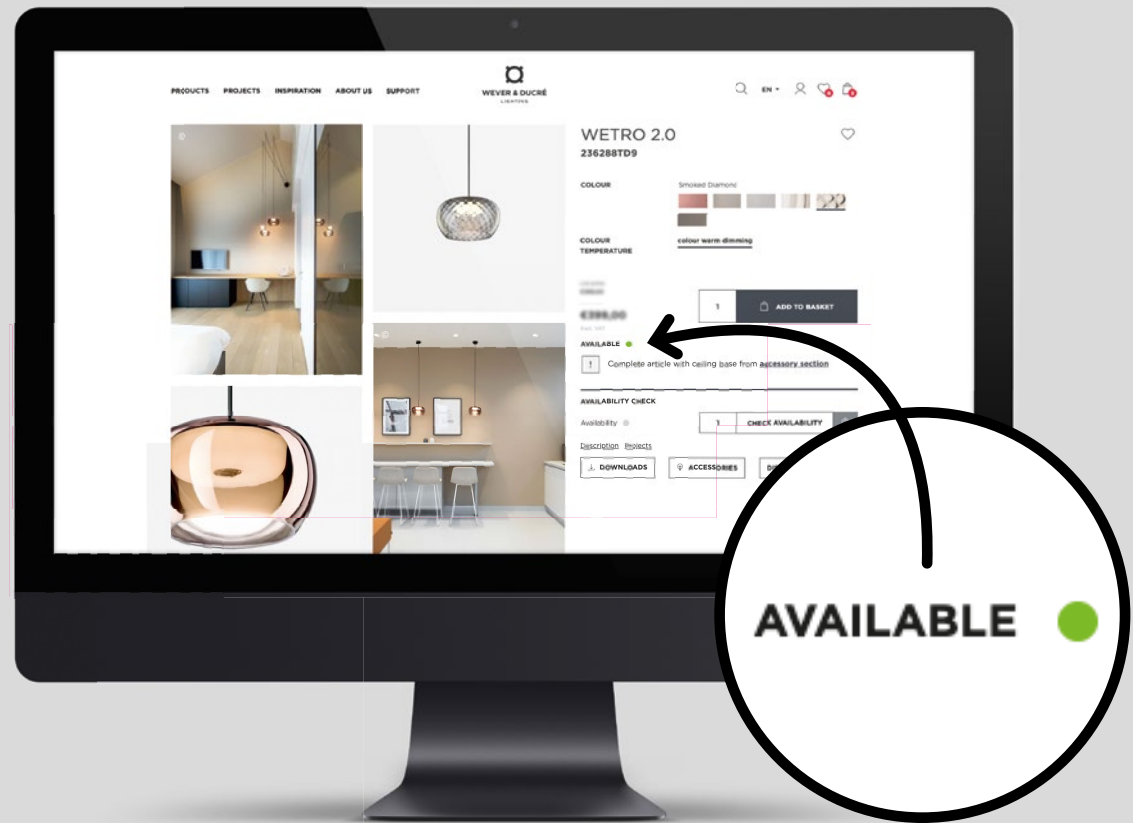
How to create orders

There are 3 different availability states possible

- Green: Product in stock
- Yellow: Stock is incoming
- Red: Not in stock

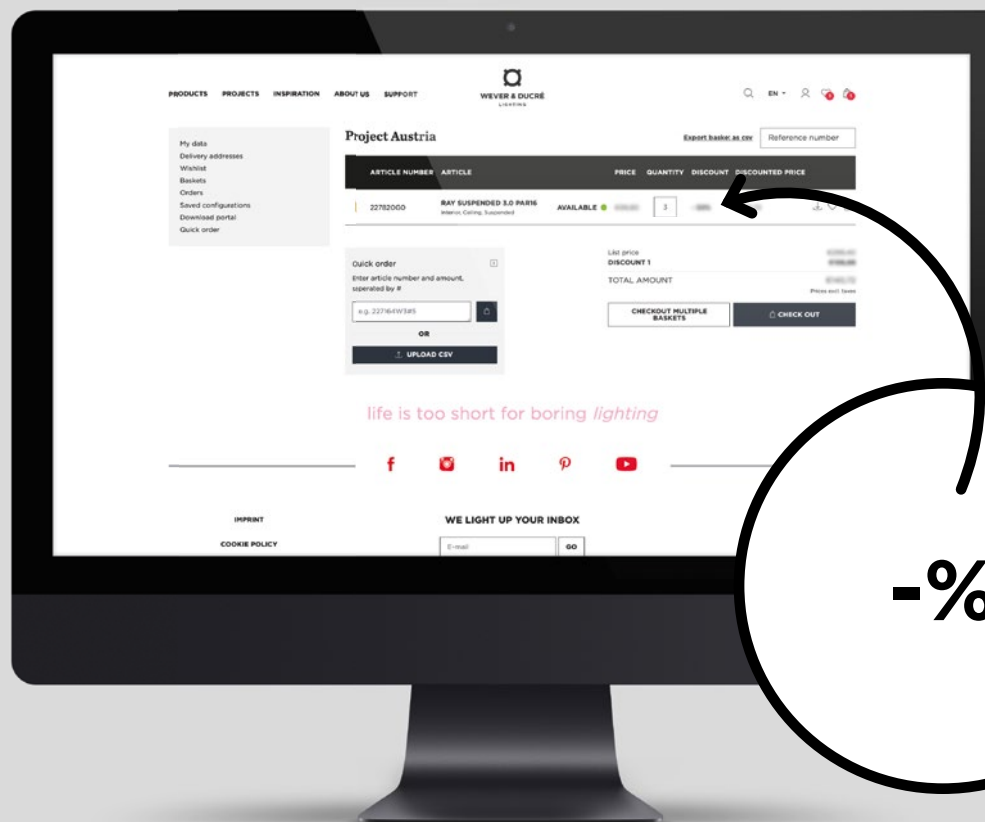
If you order products which are in stock, you will get your delivery right away / on your upcoming fixed shipment day.

You can also order products with yellow state – incoming stock. You will see an expected delivery week in your basket. If something changes about this date, Customer Support will inform you.



How to create *orders*

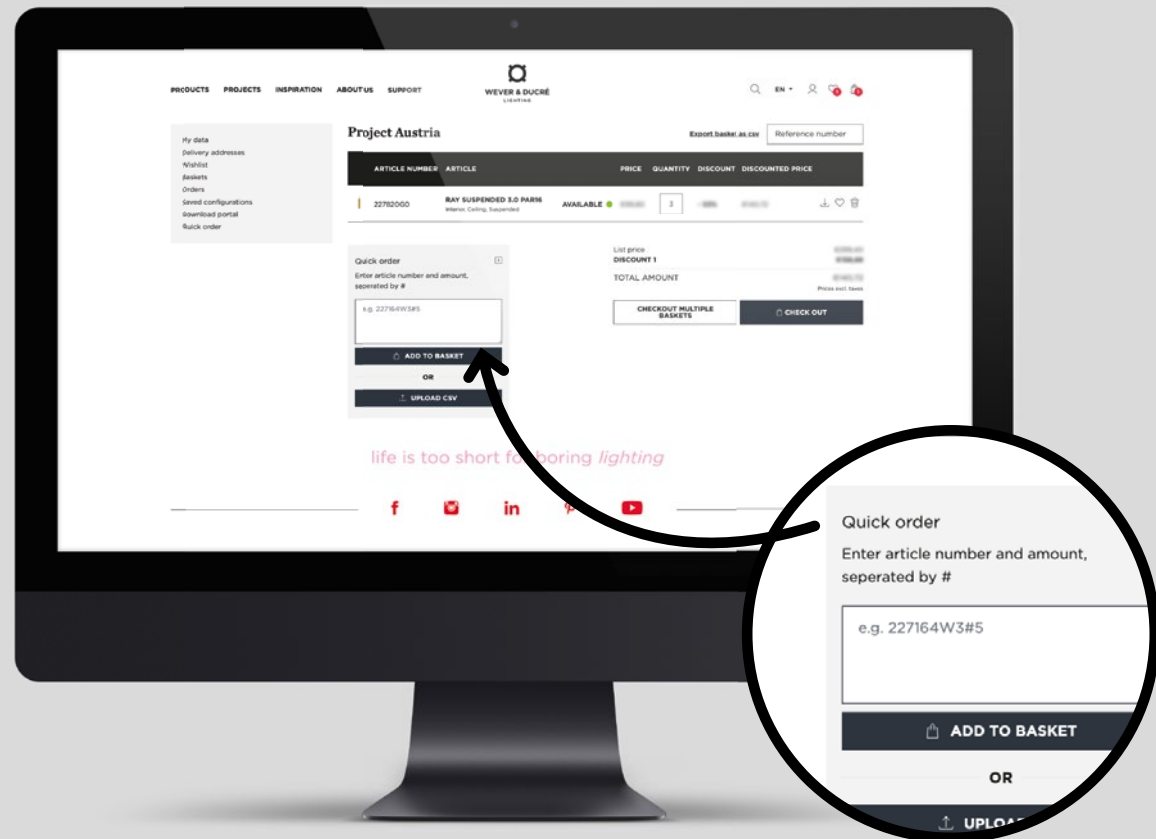
If you added all your desired products to your basket, you can have a look on the basket with clicking on the shopping bag icon on the right top of the navigation. In the basket, you can adjust amounts, delete products and then start the check out process. You will also see your personal discounts in the basket. At the moment, you can only pay on credit as you are used to from offline orders. If your credit limit is reached, you will see a notification in the check-out process to contact customer support.



How to create orders

If you don't want to search for every single product on the website and add it to the basket piece per piece, there are also two ways to do "quick orders", which you can start in the user bar (by clicking on the account icon in the navigation) or directly in your basket.

1. Quick ordering per line
You can easily enter your desired article numbers in the quick order field and add the needed amount with a #. By clicking "add to basket" the articles are added to your current active basket.



How to create *orders*

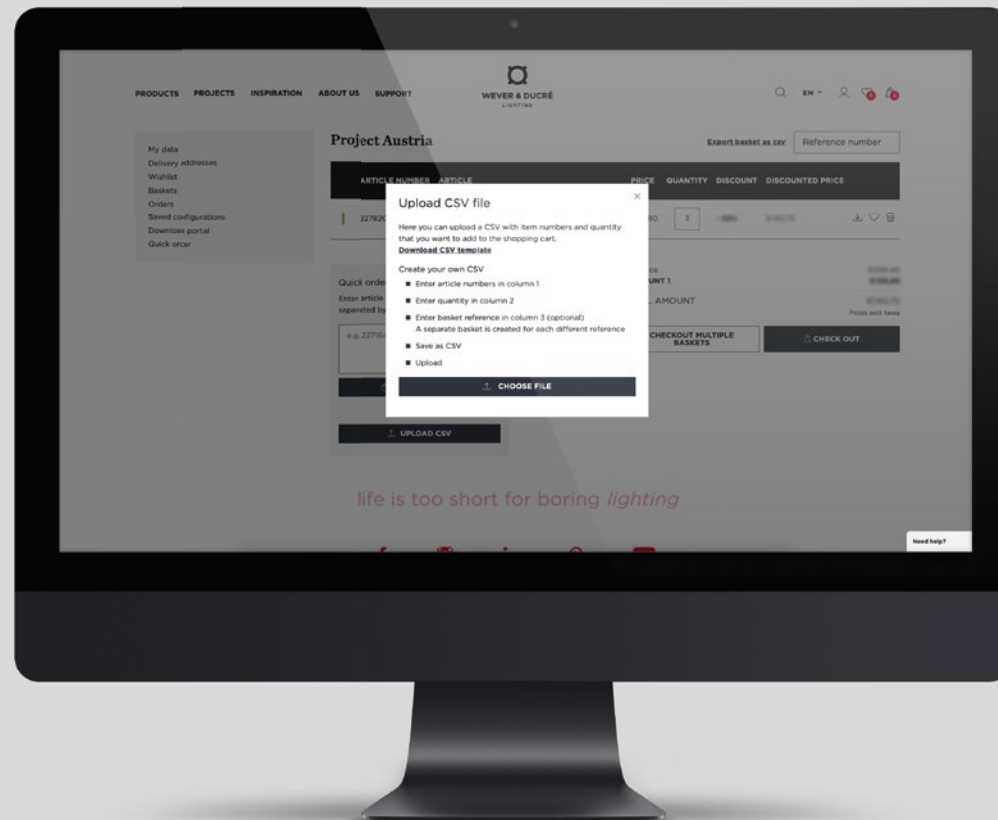
2. Quick ordering per csv upload

You can also export a csv from your ERP system and upload it here to have the articles added automatically to your desired basket

The .csv must be built out of at least 2 columns:

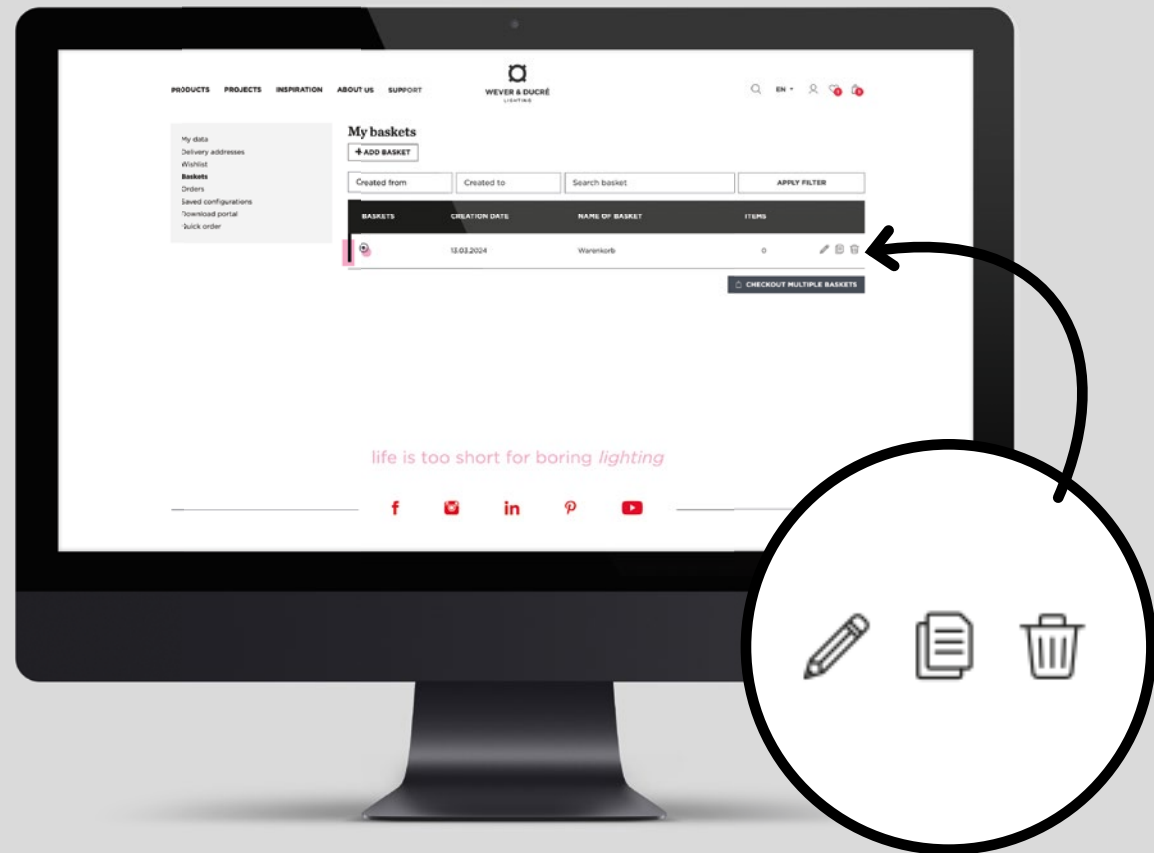
1. column: article numbers
2. column: amount
3. column: basket name (optional)

With the 3rd column, you have the option to create multiple baskets with only one upload. You will find a default template in the pop up that opens when you click on “upload csv”.



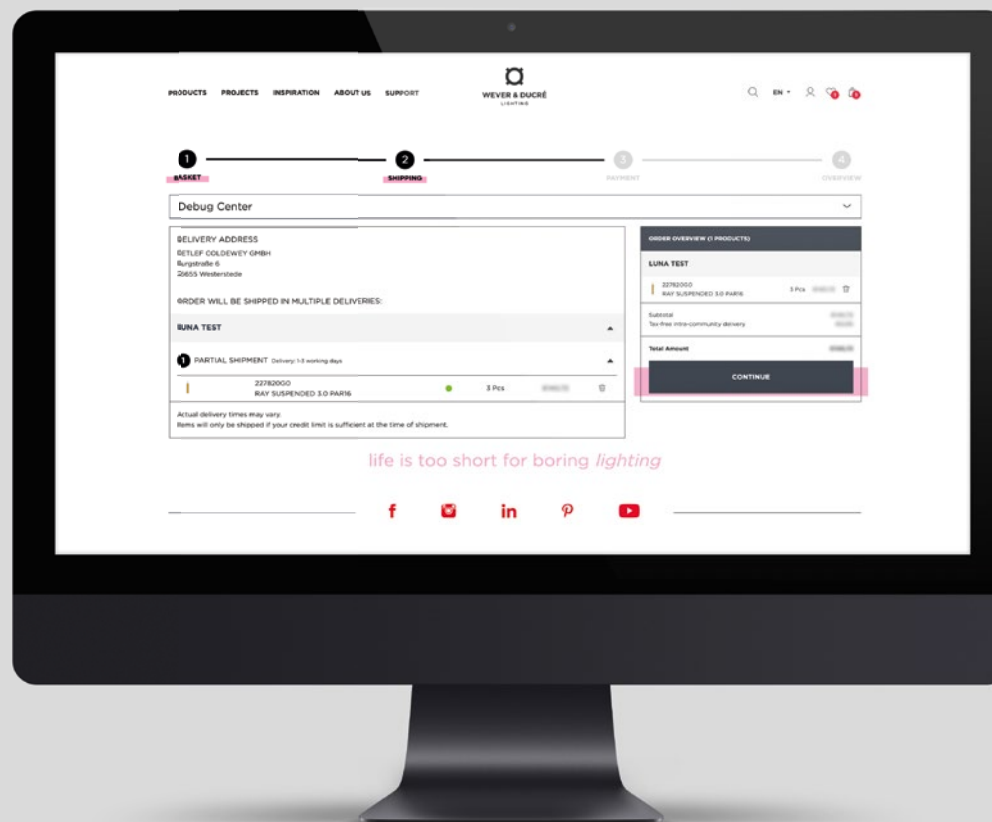
How to create *multiple baskets*

You can also create multiple baskets manually. For that just click on your user icon, choose the line “baskets” and you will get to the overview of all existing baskets. You can add a basket, duplicate an existing one or rename / delete them.



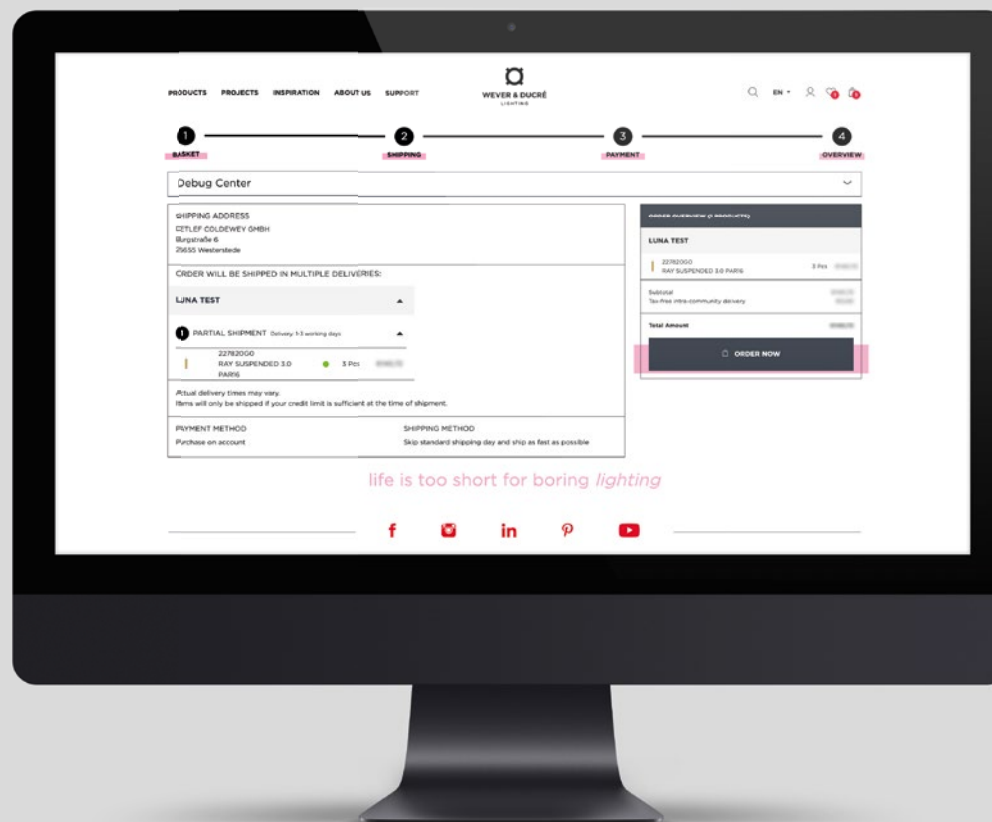
How to *check out*

If you are ready to finish your order, go to the basket you want to check out and click on the button “check out”. In the step “Shipping” you have the option to choose between instant shipment (if articles are on stock) and shipment on your earliest fixed shipping day. You can also choose your delivery address from all the addresses that are registered for your account.



How to *check out*

In the last step, you will see an overview of all your details. You can do a final check of the order and if everything is correct, you can click on “Order now”. Then your order is finished and will be handled by our Customer Service.





Questions?

If you have any questions, you can always contact Customer Service for product related questions and **webshop-support@weverducre.com** for technical/web shop related questions.



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happy
shopping
YOUR WEVER & DUCRÉ TEAM



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