

FROMENTAL

FAQS

WHERE CAN I GO TO VIEW FROMENTAL WALLCOVERINGS IN THE FLESH?

Our products are sold directly through our offices in London, New York, Hong Kong, Melbourne, Shenzhen, China as well as via interior showrooms around the world. Please contact your closest Fromental office who will advise of the most convenient location.

HOW ARE YOUR WALLPAPERS SUPPLIED?

All Fromental wallcoverings are made to order, supplied in custom-sized panels uniquely tailored to perfectly fit a client's space.

HOW DO I PLACE AN ORDER?

Please contact one of our offices and an account manager will gladly handle your enquiry. Once you've chosen a design, we'll send you a standard sample, and a tearsheet which includes example layouts and photos of similar projects. You'll then need to supply elevations and measurements of the space and we can provide an estimated cost. Please refer to 'How to Order' download for further details.

HOW LONG DO YOUR WALLCOVERINGS TAKE TO MAKE?

Lead times vary per project however most painted designs and plains take roughly 8-12 weeks. The lead time for a design which includes hand-embroidery will increase to 12-14 weeks from approval.

CAN YOUR WALLCOVERING DESIGNS BE CUSTOMISED?

We can Customise both the colour and the layout according to your requirements. You can also decide on the amount and placement of embroidery and/or other finishes. Customisations will incur additional costs.

DO YOU PRODUCE ENTIRELY CUSTOM-DESIGNED WALLCOVERING?

This can be costly and time-consuming as the development process often takes 4-6 months prior to production. Substantial commitment and input from the client's design studio is essential in order to fulfill a totally custom brief. The results can be stunning and are by definition, totally unique.

IS YOUR WALLCOVERING EASY TO HANG?

We always recommend a professional paper hanger to install our wallcovering and can provide a list of those local to you.

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CAN YOUR WALLCOVERING BE CLEANED?

Our products are hand-made using natural materials and are delicate. However, with proper care they will remain in good condition for many years. For a comprehensive cleaning guide please contact your sales office.

WHAT DOES IT MEAN IF COLOURWAYS ARE CLASSED AS STANDARD OR ARCHIVE?

If a colourway is standard it means we have sampling in stock, however if a colourway is custom or archive, sampling may not be immediately available.