

Key Contact Information

Mailing Address	Lower Unit 1, Redlake Industrial Estate, Ivybridge, Devon, PL21 0EZ	
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E-Mail Address	enquiries@luminati.co.uk	
Web Sites	www.luminati.co.uk www.desktop-innovations.co.uk www.cake-stands.co.uk www.acrylicsolutions.co.uk www.waycondesign.com www.clipos.co.uk	
Sales Policy and Product Information	Steven Senior, Managing Director	0044(0) 1752 897925
	John Gall, Technical Director	0044(0) 1752 897928
Company Accounts	Sally Rushbrook	0044(0) 1752 897922
Health and Safety	Mark Nichols	0044(0) 1752 897923
Production Manager	Mark Nichols	0044(0) 1752 897923
Order Processing/Sales Invoices	Administration Team	0044(0) 1752 698720
Warranty>Returns	Mark Nichols	0044(0) 1752 897923
Shipments/Dispatch	Mandy Maxwell	0044(0) 1752 698720
Design	John Gall	0044(0) 1752 897928
	Steven Senior	0044(0) 1752 897925
	Andrew Philips	0044(0) 1752 897927
Quality and Environmental Issues	Mark Nichols	0044(0) 1752 897923
Normal Office Hours/Days are;	Monday-Friday 08.00am-17.30pm	

Outside these hours/days and during public holidays an answer machine will take your message and we will return your call as soon as possible.

Luminati Waycon Ltd- some facts and figures

Luminati Waycon Ltd began trading in 1983 in the Torbay area. In 2004 Luminati started trading from its Redlake premises in Bittaford near Plymouth

The company has historically always offered “Engineered Acrylic Solutions”, however in 2004 the company started offering a standard range of products and the Engineered Acrylic Solutions developed into a full design service of concept through to Production.

We have 36 employees.

We occupy 9,500 sq. ft of industrial premises.

We manufacture and market a range of products for Home, Office and Retail.

Crystal Clear cake-stands was incorporated into Luminati Waycon Ltd in January 2007, as was Desktop-innovations, a range of office accessories for business and home.

We have a client base all over the UK, Ireland, France and Spain.

All our products are over 97% recyclable.

We are proud to have a reputation for innovative design and products of exceptional quality.

Key Design and Production Processes

Design

We have an in-house design team offering a bespoke design service and customisation of standard products.

We can manufacture prototype or production runs (low and high volume).

With full CAD/CAM and 3D solid modelling design and build.

Production

We offer;

- general acrylic fabrication
- large format (3m x 2m bed) CNC routing facilities
- branding options are available including screen printing and engraving
- laser cutting
- diamond and flame polishing
- line bending

Luminati Waycon Ltd Sales, Marketing, and Customer Service Policy

- 1) To always remember that without our customers we have no business.
- 2) To provide all our customers with a prompt and efficient fulfilment service.
- 3) To strive to improve our customer support at all levels of our activity with them.
- 4) To continually develop our position as a supplier of a selected range of products into varied market places emphasising our role as a niche market manufacturer
- 5) To continue producing innovative designs, and to manufacture and source a diverse range of niche products for the Home and IT office products industry.
- 6) To develop a sophisticated e-commerce business targeting both businesses and the end user domestic market.
- 7) To develop strategic alliances that will benefit our long term growth and profitability.
- 8) All business must be mutually profitable to be successful.

Some of the Products we offer

Bespoke commissions

Exhibition display systems

Retail merchandising display and point of sale

Display cases

Cake Stands

Desktop innovations and accessories

Poster kits

Furniture

Lifestyle accessories and products