

La Redoute Integration – Feature & Process Guide

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La Redoute is one of the Mirakl-based marketplaces connected to Pentagon Connect. The integration was rebuilt from scratch in 2023 as part of La Redoute's own migration onto standard Mirakl, so it is a clean, standard Mirakl implementation with a small number of La Redoute-specific rules layered on top (VAT-per-country, eco-tax, and its own courier list).

This page describes **what the La Redoute integration supports** — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Including bulk creation of multiple SKUs at once
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
Pause/deactivate a listing	Yes	Stops all updates to that item, including creation
Product variants (size/colour groups)	Yes	
Multiple product images	Yes	1 mandatory main image + up to 5 secondary images
Product condition other than "New"	No	La Redoute only accepts "New"

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Automatically shown as a discount when RRP is higher than price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Per-country VAT	Yes	Sent automatically with country default rates unless overridden
Eco-tax / eco-contribution (French EPR)	Yes	
Multiple free-shipping thresholds	No	Only one threshold per account

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders and status changes are pulled in continuously
Order phone number captured	Yes	Both billing and shipping contact
Customer email captured	Yes	Marketplace-anonymised notification address
Billing & shipping address captured	Yes	Full address, incl. company name where given
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to La Redoute
Click & collect / pick-up point delivery	No	Not available on this integration

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Only 2 reasons offered; restricted by order status — see below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	

Capability	Supported	Notes
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow, not as a separate return type
Claims / incidents	Yes	Marketplace "Incident" mechanism — see Claims below

Product Management

Creating products

New products are sent to La Redoute as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on La Redoute. Both steps happen automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Required fields:** category, SKU, title, EAN (barcode), brand, description, and a main image. A missing EAN or main image blocks a product from being created at all.
- **Recommended fields:** up to 5 secondary images (highly recommended, not mandatory).
- **Category-specific attributes:** La Redoute's product catalogue is organised into roughly 1,900 categories, each with its own required/optional attribute set (e.g. Brand may be required in one category and optional in another). Every product is checked against its category's requirements before it's sent — a product missing a category-required attribute is the most common reason a product fails to reach La Redoute.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared Variation Group on the product account. Each variant is still created as its own product record; you don't need to submit every sibling variant together.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow.
- **Protect Price** — when set on a product, that product's price is left out of every update sent to La Redoute, so its price on the marketplace never gets overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on La Redoute isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for that update cycle.

Deactivating / removing products

Marking a product "Closed" stops all further updates to it on La Redoute — both creation and any future updates. There's no separate delete action; closing/pausing is how a listing is taken down.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, La Redoute automatically shows the item as discounted (RRP as the "was" price). If no discount dates are set, the discount window defaults to two years from today.
 - **VAT:** VAT is mandatory and set automatically per destination country (Belgium, Luxembourg, Italy, Spain, Germany, Netherlands, Switzerland, Portugal, plus a general rate) using country-standard default rates, unless a specific VAT value is set on the account or product.
 - **Eco-tax / eco-contribution:** supported for categories subject to French EPR (extended producer responsibility) requirements — included automatically when a producer ID and contribution amount are set.
 - **Condition:** only "New" condition items are accepted by La Redoute.
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Order Management

Getting orders

Orders are pulled from La Redoute automatically and continuously — new orders are picked up, and existing orders already in Pentagon Connect have their status and details kept in sync as they progress (accepted, paid, shipped, refunded, etc.). No manual import step is required.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, paid date, delivery-by date
- Buyer email (marketplace-anonymised) and buyer ID
- Payment method, order subtotal, order total, discount amount/type, marketplace fee, total fee
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Carrier, shipping cost, shipping service label, tracking number, tracking URL, shipped date
- Per line item: SKU, product title, item price, quantity, line status, shipping cost, VAT amount/rate
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Incomplete, Pending, Ready for Shipping, Shipped, or Cancelled. An order can also carry an open "Incident" flag at the line-item level (see Claims below) independently of its main status.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to La Redoute and marks the order shipped in a single automated step.

- **Carrier matching:** the carrier on the order is matched against La Redoute's registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.
- **Partial shipment is not supported** — La Redoute always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches La Redoute.

Cancellations

Only two cancellation reasons are offered on La Redoute: *cancelled by the customer prior to shipping*, and *out of stock*. Who can cancel an order depends on its status — see the role/status table below.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. La Redoute doesn't have a separate "return" object — a customer return is handled as a refund with the reason *Customer return*. See Return & Refund Reason Codes below for the full reason list.

Who can refund or cancel, by order status:

Order status	Customer	La Redoute (operator)	Us (seller)
Pending acceptance	Cancel only	Cancel only	No actions available
Payment in progress	No actions available	All actions	No actions available
Awaiting shipment	Raise a claim only	Refund or raise a claim	Refund only
Shipped	Raise a claim only	Refund or raise a claim	Refund only
Received	Raise a claim only	Refund or raise a claim	Refund only
Closed	No actions available	All actions	Not applicable

In short: before an order ships, only La Redoute itself can issue a refund or raise a claim. After shipping, we can also issue a refund, but only La Redoute can raise a claim. If a refund or cancellation

request looks like it's being blocked, it's very likely this table, not a fault in the integration.

Claims / incidents

La Redoute's claims mechanism ("Incident") can be opened by the customer or La Redoute once an order is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change. If an order isn't yet paid when an incident is raised, we don't get paid for it.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers La Redoute has registered on their side, which Pentagon Connect reads live from La Redoute. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as shown in La Redoute's own back office):

- Parcel not received / lost
- Parcel not delivered or refused
- Delivery dispute
- Item missing from parcel / empty parcel
- Damaged parcel
- Customer return
- Disagreement on refund amount
- Defective on receipt
- Item doesn't match order
- Defective in use

Cancellation reasons:

- Cancelled by the customer prior to shipping
- Out of stock

Known Limitations

- **No partial shipment** — every order ships to La Redoute as one complete shipment.
- **No click & collect / pick-up point delivery.**
- **Only one free-shipping threshold** per account (no multi-tier thresholds).

- **Only "New" condition** is accepted for offers.
- **Carrier list is dynamic**, not a fixed set we can quote in advance — it depends on what La Redoute has registered for the account at the time.

Source Materials

This guide was built from La Redoute's Mirakl integration specification documents covering product creation, offer/price management, order retrieval, order shipment, and the marketplace back-office action matrix for cancellations, refunds and claims.