

Your Upholstery

*General and
day to day care*

Thank you for purchasing a piece of our furniture. All our furniture is handmade in Britain by craftsmen.

Please take time to read the following instructions, to ensure your furniture is kept in the best possible condition. With the correct care it will give you many years of comfort.

Enjoy!

Cushions Plump your cushions regularly. Vigorously plump and pat your cushions into shape if they contain fibre or feather. Cushions with foam content will lose some of their hardness within a few weeks of wear. Regularly turning reversible cushions and changing their position helps maintain shape and prolong life. If the cushions are not turned and plumped regularly they may begin to look out of shape. If this happens unzip the cover, reposition the interior and follow the steps above.

Cover Avoid direct sunlight, sharp objects and spillages. Sunlight can cause the covers to fade, discolour and rot. Protect your fabric by drawing curtains or blinds. Similarly direct heat from radiators, heaters or fires can cause these effects; reposition your furniture away from any of these possible source. All fabrics can be snagged or scratched. Cat's claws, jewellery, buckles, rivets etc. can cause this. If a snag appears do not pull it or cut it, tuck it in.

Regular cleaning Vacuum clean your upholstery at least once a week; dust removal may be improved by pre-brushing with a soft brush. Accumulated dirt will accelerate wear and dull colours.

Your furniture has been hand made and engineered to last for years, treating it carefully will help prolong its life and look. Do not allow the furniture to be used as a trampoline, climbing frame or any other such use. Likewise do not sit on the arm or edge of the cushions, as they will wear prematurely.

Stains & Spills With spillages, act quickly. Absorb the spillage with dry white kitchen paper or a dry white cloth. Do not rub or soak the fabric or allow the stain to set. Do not use proprietary cleaners or any other household cleaners. Contact professional upholstery cleaner.

Professional upholstery cleaning Sooner or later your upholstery may require cleaning. At that time, have it cleaned by a bona fide upholstery-cleaning specialist. We would advise that you do not attempt this yourself as the cleaning materials and methods are specific to the fabric type. The weaving, dying and finishing of upholstery fabrics is complex and technically particular to the type of fabric.

A recommended upholstery cleaner is: Service Master Ltd 0800 626 303.

Zips The zips on your upholstery and cushions are not necessarily there so the covers can be removed, but as a method of effectively fitting interiors during manufacture.

Your upholstery has been made in accordance with the relevant fire retardancy legislations and this might mean that the cover has a backcoating treatment that may be removed by the improper dry cleaning process.

Leather No two pieces of leather are exactly the same. Beautiful colour variations and distinctive natural markings make leather furniture uniquely your own. Colour variation is a natural occurrence in top grain leathers. Each piece of leather has a different unique structure; therefore, it will absorb dye in varying amounts, causing some areas to be darker or lighter than others. Each piece of leather also contains markings known as "nature's signatures". Healed scars, scratches, insect bites and wrinkles provide yet another dimension of individuality to your leather furniture. To establish what type of leather is right for you and how to care for it, please refer to our separate leather care guide.

Cabinet and Showwood Most modern furniture is finished with a hard wearing lacquer to give protection. All timbers can alter slightly when exposed to light; some tend to darken and some may lighten. Consequently, the position of ornaments or other objects left on surfaces should be changed regularly to avoid patches becoming noticeable. This is especially important in the first year. Avoid extreme changes in room humidity, and never place a piece of furniture directly next to a heat source or in direct sun light. For best cleaning results first use a soft, clean damp cloth then buff with a soft, clean dry cloth. Never use polishes, solvents or abrasive cleaners as these can damage the lacquer. Remove any spillages immediately.

General Every effort is made to represent colours accurately in photography and samples. However due to the natural materials used on our products and the batch nature of manufacture, shade variations can occur. We have a policy of continual product development and improvement so therefore reserve the right to make any changes in the materials and finishes.

Troubleshooting Should you have a problem, report it to your retailer immediately. To give you a fast service, have with you the sales invoice and the unique identity number that is found on the underside of the upholstery product. Describe the problem as accurately as possible. The retailer will help you, and if necessary, arrange for your furniture to be inspected and agree the correct course of action.