

Our Personal Guarantee

Thank you for buying your furniture from David Phipp.

We hope that your furniture will give many years of satisfactory service.

In the unlikely event that you should experience a problem with your purchase, we as a company pride ourselves on our high level of customer service and work very hard to ensure customer satisfaction

DAVID PHIPP
HOUSE FURNISHER



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Caring for Cabinet & Bedroom Furniture



CARING FOR YOUR CABINET & BEDROOM FURNITURE

Your furniture has been built to last and, with a little care will retain its good looks for many years.

Always follow the manufacturers care instructions where provided. However, as a general guide, please bear in mind the following:

- A regular cleaning routine is essential. We recommend that all surfaces be dusted weekly. When dusting always try to follow the grain of the wood.
- Most finishes are easy care and require little or no additional cleaning. Aerosol sprays should be avoided. **Please check for instructions specific to your furniture.**
- Oil treated or waxed surfaces will require periodic applications of suitable oil or wax.
- Avoid getting liquids on the surfaces of furniture. Spillages should be dealt with immediately using a soft clean cloth.
- Avoid placing furniture in direct sunlight as this can bleach the colour from your furniture.
- Objects placed on furniture should be moved regularly to prevent marks being left by changes to the surface colour.
- Furniture should be placed away from sources of direct heat and radiators.
- Do not place hot items directly on any surface. Always use well insulated table mats
- Do not overload drawers or put undue stress on hinges, drawer runners or flap stays.
- Any fitting bolts etc should be checked periodically for tightness
- Metal and glass components should be cleaned with a soft clean cloth. Avoid abrasive polishes.
- Take care with sharp objects to avoid damaging surfaces.
- Accidents do happen. If in doubt please do not hesitate to contact us and we will be pleased to help in anyway we can.

FURNITURE CHARACTERISTICS

All furniture styles have certain characteristics which give them their beauty and appeal. These often develop with use, are intentional and should be expected.

Given the wide choice of finishes and furniture styles available, it's not possible to detail all their characteristics here.

If in doubt, please ask for advice in choosing the correct furniture for your lifestyle.

The Beauty of Natural Wood

Natural wood finishes, whether veneered or solid, will vary as no two pieces of timber are identical. This will result in some colour variation between different pieces of furniture and also within a single piece. This is unavoidable regardless of how well made the furniture is.

For this reason you should expect variations in grain and texture particularly when buying furniture made using solid timber.

Naturally occurring marks such as knots or dark spots called "sugar spots" are indicative of having furniture made from a natural product and should not be considered as flaws or blemishes.

Variation is most evident in lighter wood finishes that have little or no colour tint applied to them which disguises many natural characteristics.

Most wood furniture will change colour or mellow with age. This will be particularly apparent if adding new pieces to existing furniture collections. Given time however, any differences will become less noticeable as your new furniture mellows.

Solid Wood Furniture

Although great care is taken to ensure that solid wood furniture is properly prepared for use in the home, it must be remembered that it still shares many of the characteristics inherent from the day it was cut.

Timber will continue to "breathe" and any variations in temperature or humidity will have an effect on wood. This may result in the timber twisting, warping or cracking either along joints or even within individual planks.

With time solid timber will adjust to its local environment and this movement will become less noticeable.

To minimise the risk of changes to your furniture always ensure that conditions remain as stable and consistent as possible

Assembly of Furniture

To ease delivery, many large items such as Wardrobes, Bedsteads and Modular Wall Units are delivered unassembled. Should you require us to assemble furniture we will be happy to quote for this additional service.

Electrical Components

Always take care to isolate furniture from the mains when replacing light bulbs or carrying out any electrical work to your furniture.

Finishing Touches

Items such as hinges, handles and moving parts are generally maintenance free, however care should be taken to use the furniture as intended.