

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

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Caring for Upholstered Furniture



CARING FOR YOUR UPHOLSTERED FURNITURE

Your furniture is built to last and, with a little care will retain its good looks and comfort 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. Dust settles on upholstery in the same way it does on other surfaces. We recommend that upholstery be vacuumed weekly.
- Any spillages or soiling should be dealt with immediately using a proprietary cleaner taking care to test on an area of the furniture that's not visible first. If in doubt contact a specialist cleaner.
- **Most fabrics cannot be washed.** We recommend that upholstery is cleaned once a year by a specialist cleaner.
- Where possible rotate cushions regularly to even out wear.
- Cushions should be plumped daily and, in the case of fibre and feather interiors, vigorously to maintain their fullness.
- Avoid placing furniture in direct sunlight as this can bleach the colour from your upholstery and weaken fabrics. If possible also change the position of your furniture regularly.
- Furniture should be placed away from sources of direct heat and radiators.
- Take care with sharp objects to avoid snagging of covers.
- Metal and wood trims should be cleaned with a soft clean cloth. Avoid abrasive polishes
- Accidents do happen. If in doubt please do not hesitate to contact us and we will be pleased to help in anyway we can.

UPHOLSTERED FURNITURE CHARACTERISTICS

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

Given the wide choice of fabrics 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.

Cushions

Generally foam cushions retain their shape best. Fibre and feather interiors give a softer sit but require greater maintenance. All cushions will lose some of their fullness & firmness with use and may distort regardless of how well made they are. Some creasing of covers is to be expected particularly where softer fillings are used.

Most cushions are zipped as part of the manufacturing process, this does not indicate that covers are removable for cleaning

Pile fabrics e.g. velvet, chenille & velour

These fabrics will shade and develop creases with use. This characteristic is the result of uneven pressure applied to the fabric in normal use, is unavoidable and not considered a fault of manufacture.

Pattern Matching of Fabrics

Many fabrics are used in a random pattern match. Unless advised, furniture will be made using this

method. Please advise us if you require matched patterns

Pilling

Loose fibres in fabrics can sometimes work loose and form balls on the fabric surface. This may make an otherwise smooth finish look "bobbled". This effect, known as "pilling", is cosmetic and will not affect the wearing qualities of the fabric.

Loose Covered Furniture

As the name suggests, furniture made with fully removable covers will not have a tailored fit. This is intentional to allow for ease of removal. **Loose covers are not always intended for machine washing.**

Leather

Please refer to our separate leaflet on leather care

Reclining Mechanisms & Sofa Beds

These require little or no special maintenance however care should be taken to use the furniture as intended. Please ensure that fingers are kept well away from the mechanisms.

Finishing Touches

Trims and feet on upholstered furniture are often made from natural timber. As such it is not always possible to match feet and trims on furniture.