

We like to move it

Motion furniture is designed for comfort and flexibility, so to allow the seat, back, and footrest to move freely, there will be small gaps between components. Don't worry - this is completely normal and part of the design! You won't see these gaps on a fixed sofa or chair, but they're essential for keeping your motion furniture functioning smoothly.

Keep it moving

Reclining mechanisms come with weight limits to ensure they work smoothly and safely. Most manufacturers set this at 18 stone (114kg), but some models can handle up to 22 stone (140kg). If you're unsure or need more details, just ask - we're happy to help!

Peace of mind

We hope you've heard about our 5-year stain protection plan! It's designed to keep your new furniture safe from accidental rips, tears, burns, stains, and structural faults - giving you peace of mind for years to come.

If you'd like to add this extra care to your order, it's not too late, but we'll need to know before your furniture is delivered. Don't forget to read the terms and conditions to make sure the policy is right for you.

Have questions or need more info? Give us a call - we're happy to help!

Your guarantee

Rest easy with our free 10-year structural guarantee on all sofas, chairs, corner units, and footstools - standard with every purchase.

Plus, we've got you covered for 2 years on other components and an impressive 5-year guarantee on recliner mechanisms. T&Cs apply, so check our website for all the details!

upholstery

important information
keep these documents
safe for your reference

Thank you for shopping with us!

Before we get into the nitty gritty, there's a few very important things that we need to double check...

Will your new furniture fit in your room?

Will your new furniture fit through access points?

If you are unsure about the dimensions you can check our website, or call us **within four days** of placing your order.

That new smell

Your new sofa might have that signature "new sofa" smell - it's all part of the excitement!

If you'd rather it didn't linger, just open the windows and doors to get the air flowing. A bit of ventilation will quickly freshen things up!

Keep it in shape

Your sofa deserves a little TLC!

Regularly plump up the seat, arm, and back cushions to keep them looking and feeling their best.

If your cushions are reversible, flip them over to ensure even wear.

Here's a quick guide:

- **Foam interiors:** Plump and turn weekly.
- **Feather and fibre interiors:** Plump daily to keep them fluffy.

Keep in mind, seat interiors naturally change over time, and you might notice up to a 20% reduction in volume with regular use. To avoid uneven wear or damage, skip sitting on cushion edges and never perch on the arms (no matter how tempting!). Your sofa will thank you for the care!

Shading & Pile Reversal

Velvet and chenille fabrics have a lovely raised texture that gives them their signature plush feel - but over time, you might notice some flattening or shading. Don't worry, it's not a flaw - it's just a natural characteristic of all fabrics with a pile.

Pop into the store, and we'll be happy to show you examples!

Pilling

Small balls of fluff forming on the surface of certain fabrics. This is a normal occurrence caused by general wear and tear and does not affect the durability or functionality of the fabric.

Pilling may appear more frequently and extensively in the first few months of owning your sofa. This may subside once the excess loose fibres move to the surface and get removed.

Making it last

With so many designs and functions, your sofa deserves care tailored to its style - so always follow the manufacturer's instructions.

Here are a few tips to keep it comfy:

- **No bouncing, please:** Discourage kids from turning the sofa into a trampoline. (easier said than done - we know)
- **Mind your shoes:** Hard-soled footwear can scuff up the footrest.
- **Beware of sharp objects:** Keep pets (and their claws) off the upholstery, and watch out for belt buckles, toys, and watch straps - they can snag or scratch.
- **Protect those arms:** Arm caps are a great way to reduce wear and keep soiling at bay.
- **Mind the floor:** Use castor cups to prevent dents in carpets and scratches on wood flooring.

Colour transfer

Non-colourfast clothes (we're looking at you, denim) can be a bit cheeky and leave their mark on your sofa if they get too cosy.

Lighter fabrics are especially prone to showing off these unwanted "autographs," so be extra cautious and try reduce potential contact. Keep your sofa looking fabulous by keeping the transfer at bay!

SPF anyone?

Sunlight can be a sneaky troublemaker for your furniture, so try to keep it out of direct sunlight when you can. If your sofa's near a window or under glass, consider adding some blinds or curtains to shield it from the sun's rays and help keep it looking its best for longer!

Keep it clean

Soft furnishings might not look dusty, but trust us - they need just as much care as your clothes!

Keep your upholstery fresh with these simple tips:

- **Dust it off:** Use a gentle vacuum or soft brush to remove dust. Be extra careful with delicate fringe or braid details.
- **Wood & decorative parts:** A quick wipe with a clean, damp cloth will do the trick. Skip the spray polishes and solvent cleaners - they can damage both wood facings and fabric.

Spills Happen

For minor spills, don't rub, wash, or reach for detergents. Instead, act fast and blot the area with plain kitchen roll to soak up the liquid.

Regular Maintenance

Don't wait for dirt to dig in - clean your upholstery regularly. Always follow the manufacturer's care advice and use the recommended cleaning kits monthly to keep your furniture looking fabulous. Need one? We've got you covered - grab a cleaning kit from us!

Test Before You Tackle

Before diving into any cleaning, always test your chosen method on an unseen area of your furniture first. It's the safest way to avoid any surprises and keep your upholstery looking its best!