

Contacting us

Account No: _____

Order date: _____

Branch Tel. No: _____

Salesperson: _____

Before delivery

If you have any questions before delivery, please contact your local branch on the number shown above.

After delivery

Your furniture should arrive in perfect condition. In the unlikely event that this is not the case, please contact our Customer Service Team on 0845 6046344.



Guarantee and Care Guide



Caring for you
and your sofa



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Thank you

Thank you for your recent purchase from SCS. We have produced this Guarantee and Care Guide to ensure that your order runs as smoothly as possible.

When it comes to buying new furniture we know quality is very important and we only work with manufacturers who are as committed as we are in delivering high standards of workmanship. As a well established company, we take pride in our reputation and look forward to continuing this tradition through a commitment to excellent customer service.

Inside this Care Guide you will find all the information you need to care for your new furniture.



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Preparing for your new purchase

Outstanding payments

If you are paying for your goods with a finance agreement and all agreed deposits are fully paid, you need take no further action.

If you are paying by credit or debit card, cash or banker's draft, any outstanding balance must be paid at least 48 hours before delivery of your furniture. Cheques are accepted but require 7 working days to clear (10 working days in Scotland) prior to delivery and should be made payable to ScS.



Home delivery

We always try to give you an accurate delivery date at the point of sale, however the date is approximate, and as nearly all of our furniture is made to order, delays are rare but can occur. Please allow up to an extra 4 weeks from the estimated delivery date in the unlikely event that this happens.

As soon as your furniture arrives in stock, we will contact you and agree a firm date for delivery. We do not have storage facilities, therefore we must deliver to you within 7 working days of the goods arriving into stock.

We are able to guarantee the day of delivery but we cannot specify a time.

On the day of delivery it is your responsibility to ensure there is sufficient clear access to enable us to deliver your furniture. If you have any questions before delivery, please contact your local store.

Day-to-day care tips

Having invested in your purchase, it makes great sense to look after your new furniture.

Please refer to this Care Guide as well as any manufacturer's instructions supplied with your furniture.



Where not to sit

Please do not sit on the arms or front edge of the seats as this will cause premature wear. Also do not put pressure on side panels of upholstery, for example outside arms and back panels.



Cushions

Foam filled cushions will soften within the first few months of use. This is a reaction to normal use and not considered a fault. Wherever possible, ensure all seats receive equal use. All fixed cushions and arm pads should have creases smoothed out daily to maintain their look and shape.

Luxury fibre filled cushions are often used to enhance comfort. To maintain their comfort and shape, these cushions must be plumped and smoothed daily. Always turn and smooth reversible cushions at least once a week as this will help to maintain their shape, even wear and improve resilience.



Zips

Zips are normally inserted for manufacturing purposes, please do not remove covers unless specifically advised to do so in the manufacturer's guide supplied with your furniture.



Creases and shading

Chenille has a raised pile which sometimes creates different shades when the pile is brushed in one direction or another. All direct contact areas may be affected and can show light or dark shading. This is not a fault but rather a normal characteristic of this type of fabric.

Gentle application of a clean, damp cloth to raise the pile, followed by brushing the pile back in the direction of its 'lay' when dry, may limit the visual effect of the creases. Do not soak the fabric as this may cause the cotton-backing to shrink.



Regular cleaning

Dirt and dust increases fabric wear, dulls the colours and reduces the lifespan of your furniture. Lightly vacuum your furniture once a week with a soft brush attachment, paying special attention to the arm fronts where your hands rest.



Cleaning removable covers

Please follow the manufacturer's cleaning recommendations very carefully.

Where a manufacturer does recommend washing the covers, please take care to follow the instructions.

Covers will normally have a high cotton content and during the first few months of use may 'pill' or 'bobble'. Do not worry, these are excess, unnecessary fibres working loose in a similar way to wool on a new carpet and will break off through regular use.



Annual cleaning

To keep your furniture in pristine condition we recommend that you use a professional cleaning service every 12 months, or sooner if soiled.



Sunlight and heat

Exposure to sunlight will lead to colour fading and fabric deterioration. Drawing the curtains or blinds can help. Excessive heat will cause fading or cracking to your furniture, be it fabric or leather. Do not place your furniture too close to fires or radiators.



Spillages

Immediate attention to a spillage increases the chance of avoiding a permanent stain. Use kitchen roll, or a clean towel to soak up as much of the spillage as possible. Once this has been done, please refer to the manufacturer's care guide or your furniture protection insurance policy if you purchased this.



Young children

A sofa is built to be sat on, not jumped on. To ensure you are not disappointed with your new furniture, we strongly suggest it is only used in the correct manner.



Snags

Snags are normally caused by toys, shoe buckles, jewellery and pets. When this happens do not pull it. Simply cut it off carefully with sharp scissors.



Fringing and tassels

Fringing and tassels are decorative items and will not withstand scuffing or snagging from heels or buckles, pets or vacuum cleaners etc.



Caring for leather furniture

Dust your suite regularly, and gently remove any spills with a clean, damp cloth. Do not use aerosol spray polishes, baby wipes, detergents, solvents, stain removers, petrol or over-the-counter leather cleaners.

Be aware that denim or other non-colourfast fabrics may transfer dye to your furniture, particularly on light leather colours. As the problem lies with the non-colourfast fabric we cannot be held responsible for dye transfer.



Leather stretch

In the first few weeks of use, all leather stretches, creases and wrinkles. This is a characteristic of real leather which enhances its look and authenticity. It is not a manufacturing defect.



Natural marks and blemishes

The examples illustrated overleaf show the natural characteristics of real leather. Grain variations, insect bites, healed scars and wrinkles and veins demonstrate the life of the animal and are part of the natural look of the furniture.



Natural marks and blemishes



Grain variation Insect bite Healed scar Wrinkles & veins

Aniline leather

Aniline leather will carry a number of natural markings due to the way it has been tanned and dyed. It receives very little coating or surface finish to maintain its natural look and feel. This type of leather will adopt a 'lived in' look within a short time of use. This is normal and part of its appeal. As this is a very natural, untreated leather, you will find shading variations between panels and the original colour swatch from which you made your purchase.

Finished leather

These leathers are surface-coated giving a more resilient and durable finish.

Nubuck and suede leather

These leathers are buffed on the outside to show a velvet-like nap. They have no surface coating and are therefore easily soiled and flattened on the surface.

Antiqued leather

These leathers have a two-tone effect, with the top colour being darker than the base colour. As the top colour wears off, more of the lighter colour will show through. This will occur more frequently on the areas that get more use (e.g. seat cushions and armrests).

Wood frames and trim

With timber being a natural product, shade and texture variations will occur, particularly over the grain, possibly leading to a coarse feel.

To allow for the expansion and contraction of wood caused by varying climatic conditions, small tolerances must be allowed for between joints to compensate for this.



Recliners and sofa beds

Recliners are preset in the factory during manufacture, and adjustments may be required once the furniture has been delivered into your home. If this is the case, please contact our customer services team on 0845 604 6344 to arrange for an upholsterer to attend. ScS will not charge for this service.

Where provided, always read the manufacturer's instructions very carefully.

These products have been designed to cope with normal everyday use. However, the following precautions must always be observed:

1. Ensure animals and children are at a safe distance when opening and closing reclining furniture.
2. Never leave a reclining chair in the reclined position when not in use.
3. Please ensure you sit right back when operating the reclining action on a chair or sofa.
4. Never sit on or lean over the arm as this can twist the frame.
5. Never allow young children to operate motion furniture unless supervised by a responsible adult.
6. Sofa beds are designed and intended for occasional use only. Continuous use may cause premature wear to the mattress and frame.
7. Although the sofa bed action is manufactured to a stringent specification, you must not sit on the edge of the bed once opened as doing so may lead to the frame bending.



Guarantee

Every ScS sofa is guaranteed for one year against manufacturing defects.

On our specialist ranges the manufacturer may offer an extended warranty with the product. Details will be enclosed with your furniture on delivery.

Your Statutory Rights are not affected.

The name and address of the guarantor is:

A. Share and Sons Ltd., T/A ScS, 45-49 Villiers Street, Sunderland SR1 1HA.

Enjoy your new furniture

We hope you have found this Care Guide useful - after all, we're sure you will want to care for your purchase in the best way possible to prolong its life and looks.

These easy-to-follow tips should help you to keep your new furniture looking at its best from the moment it arrives. However, should you have any queries or additional comments, please see overleaf for our contact details and we'll be happy to help.

Finally, thanks again for choosing ScS... and enjoy your new furniture.

Furniture protection insurance



ScS also offer the opportunity to purchase additional peace of mind with our unique furniture protection insurance. Available on all our upholstery, fabric warranty protects in the event of staining to the furniture, and also extends the structural warranty to five years.

With leather furniture it covers accidental rips, tears and burns and also extends the structural warranty to five years. If you have already purchased our additional cover, please refer to your policy for full details.