

Contacting us

Account No: _____

Order Date: _____

Branch Tel. No: _____

Salesperson: _____

Before delivery

If you have any questions before delivery, please contact your **local branch** by using the number shown at the top of your receipt.

After delivery

Your furniture should arrive in perfect condition. In the unlikely event that this is not the case, please contact our Customer Services Team on 0870 600 9910.

Guardsman

If you have taken out the Guardsman Policy and wish to make a claim, please contact them direct on 0800 282 952.



Guarantee
and
Care Guide



Contents

Thank you!

Thank you for buying your furniture from ScS. We have produced this Guarantee and Care Guide to ensure that your purchase goes as smoothly as possible.

When it comes to buying new furniture we believe quality is very important, so we endeavour to work with manufacturers who are as fussy as we are in only accepting high standards of workmanship.

We have been in business for over 100 years, and our reputation has ensured we have dealt with many generations of the same families, time and time again.

Inside this Care Guide, you'll find all the information you need to know to care for your new purchase.



Preparing for your new purchase

3



Tips on looking after your sofa

3



Caring for leather furniture

6



Cushions

7



Show-wood frames

8



Recliners/sofa beds

8



Guarantee

9



Guardsman protection

10

Preparing for your new purchase

Outstanding Payments

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

If you are paying by cash, cheque, banker's draft, credit or debit card, any unpaid balance must be paid at least 48 hours prior to delivery of your furniture. Personal and building society cheques require 7 days clearance (10 days clearance in Scotland), prior to delivery and should be made payable to ScS.

Home Delivery

We always try to quote an accurate delivery lead time at the point of sale, however as most furniture is made to order you must allow up to an extra four weeks from the time quoted.

As soon as your furniture has arrived into 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 days of the goods arriving).

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

If you have any questions before delivery please contact your local store.

Tips on looking after your sofa

Having spent a lot of money, it makes great sense to look after your new furniture.

Please refer to this guide as well as any manufacturer's instructions supplied with the furniture.



Where not to sit

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



Cushions

Always turn reversible cushions at least once per week as this will help to maintain their shape and improve resilience. Where possible, moving the cushions around will even the wear and help to reduce flattening of the cushion interiors.

Removable fibre/feather-filled cushions are used to enhance comfort and as such have an inherent natural 'lived-in' look. To maintain this comfort and their shape, these cushions must be 'plumped' regularly.



Zips

Zips are normally used for manufacturing purposes. Please do not remove covers unless it is specified to do so.



Young Children

A sofa is built to be sat on, not to be jumped on. To ensure you are not disappointed with your new sofa we strongly suggest it is only used as it is meant to be.



Snags

Snags are normally caused by toys, shoe buckles, jewellery and pets. When a snag does appear do not pull it, simply cut it off carefully with sharp scissors.



Fringe

Fringing is purely decorative, and will not withstand scuffing or snagging from heels, buckles, pets, vacuum cleaners, etc.



Cleaning removable covers

Please very carefully follow the manufacturer's cleaning recommendations.

Where a supplier does specify the washing of covers, these covers normally contain a high percentage of cotton in the fabric composition, and during the first few months of use this will 'pill' and 'bobble'. Do not worry, these are excess unnecessary fibres working loose in a similar way to wool on a new carpet, and will eventually break off through regular use.



Creases

Creasing will occur when acrylic velvet fabric or chenille is used in upholstery, particularly on arms and seat cushions. This is a natural feature of the fabric and is not a fault, nor does it affect the fabric's wearing qualities.

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.



Sunlight and Heat

Exposure to sunlight will lead to colour fading and fabric deterioration. Drawing the curtains/blinds can be an effective remedy.

Excessive heat will cause fading or cracking to furniture with wood or rattan trimmings. Do not place your furniture too close to fires or radiators.



Regular Cleaning

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



Annual Cleaning

We would suggest a professional clean every 12 months, but sooner if soiled, before dirt becomes too deeply embedded in the fabric.



Spillages

Immediate attention to a spillage increases the chance of avoiding a permanent stain. Use a 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.



Caring for Leather Furniture

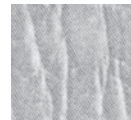
Dust your suite regularly and gently remove any stains with a clean damp cloth. **Do not use** aerosol spray polishes, baby wipes, soaps, detergents, solvents, stain removers, petrol or any similar substances. You should always test any cleaning process on an unseen area first.

Be aware that denim clothing may transfer dye to your leather furniture, particularly on the lighter leather colours. Unfortunately as this issue is caused by the denim clothing, we cannot be held responsible for this.

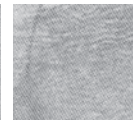


Natural Marks and Blemishes

The examples illustrated show the natural characteristics in real leather and must be accepted. Scars, insect bites, fat folds, branding marks, horn wounds, vein marks and varying textures demonstrate the life of the animal and must be accepted, for without them you would have an artificial man-made product.



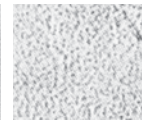
Fat folds



Brand marks



Horn wounds



Vein marks



Aniline Leathers

Aniline leather normally has the biggest amount of natural markings in it because after being colour dyed it receives very little coating or surface finish. This type of leather may need additional care and is likely to show all the signs of wear and tear, taking on a 'lived in' appearance very quickly.

With this being natural leather, it is expected you will find shade variations between panels and the original colour swatch from which you made your purchase.



Finished leathers

These leathers are surface coated giving a more resilient and durable finish, aided by the use of prescribed cleaning products.



Nubuck and suede leathers

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



Antiqued Leathers

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. cushions and armrests).



Cushions

Fibre-fill cushions are designed to give a very casual 'lived-in' appearance. When first used, fibre fill cushions will 'flatten down'. Do not worry, this is quite normal. To keep the fibres loose, you must 'plump up' your cushions (where it is possible, open up the zips before doing this).

Foam cushions will gradually soften with use.

Where it is possible, you should rotate all cushions to achieve even wear.



Show-wood frames

Show-wood frames are generally easy to care for and maintain.

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



Recliners/sofa beds

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 motion furniture.
2. Never leave a reclining chair in the reclined position whilst not in use.
3. Please ensure you sit right back when operating the reclining action on a chair or sofa.
4. 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.
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 damage the mattress and frame, and invalidate your guarantee.

Guarantee

How a suite is used and cared for will vary enormously from one home to another, however if you care for your suite properly it should give you many years of use and enjoyment. Subject to being reasonably well cared for and not being damaged in your home (for which we cannot be held responsible), every ScS sofa is covered by a one year parts and labour guarantee.

This guarantee is in addition to the manufacturer's guarantee and also in addition to and not detracting from your statutory rights.

The warranty provided by ScS is conditional upon the furniture remaining within Great Britain. The warranty is provided to the purchaser named on the sales docket only and is non-transferable. 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.

The easy-to-follow tips provided should help you to keep your new furniture looking 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 you.

Finally, thank you once again for choosing ScS... and enjoy your new furniture!

Guardsman Protection



Five years' peace of mind!

For a small additional charge you can increase your peace of mind with our superb Guardsman Warranty. Available on leather and fabric upholstery, Guardsman covers fabric purchases 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.

Please refer to your policy for the full details.