

Keep it clean

Keep your furniture looking fabulous by always following the manufacturer's cleaning instructions. Many lacquer or synthetic finishes on real wood provide a semi-permanent barrier, making cleaning a breeze. However, it's best to assume that all wooden furniture won't tolerate water, chemicals, or heat.

Natural wax finishes?

A little extra care goes a long way! They're porous and can stain easily, so handle them with care and re-wax periodically.

For dining chairs, act before dirt settles in! Fabrics can be protected against staining - just ask us for details. To freshen them up, lightly vacuum or gently brush to remove dust. Finger marks? No problem! Use a clean, slightly damp cloth to wipe them away.

Skip the silicon wax polishes that leave pesky residues. Instead, opt for a high-quality, wax-free furniture polish if recommended by the manufacturer. With a little love, your furniture will stay as stunning as the day it arrived!

Spills Happen

Accidents are inevitable, but how you handle them makes all the difference! For minor spills, avoid rubbing, washing, or using detergents - they can do more harm than good. Instead, act fast and gently blot up the excess liquid with plain absorbent kitchen roll.

care

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 it fit through the access points?

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

Your guarantee

Rest easy with our free 10-year structural guarantee on dining, cabinets, and other occasional furniture.

Plus, we've got you covered for 2 years on other components. T&Cs apply, so check our website for all the details!

That new smell

Your new furniture might have that signature "new" 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!

Making it last

Give your furniture the love it deserves - always lift, don't drag! Sliding heavy pieces can leave dents in carpets, scratch hard floors, or even damage the furniture itself.

Got wardrobes or wall units?

Leave a little breathing room behind wardrobes and wall units to keep air flowing nicely. If things look a bit wonky, check for uneven floors - they might just need a hinge adjustment or a little levelling TLC. Be gentle with drop flap stays and hinges - they're hard-working but not invincible. Keep heavy items off glass shelves, and remember: chairs aren't for rocking, tables aren't for sitting on, and surfaces aren't fans of heavyweights without a little protection! Coasters and insulated mats are your furniture's best friend!

Lastly, when it's time to change a bulb, don't forget to unplug any light fittings first. A little care goes a long way in keeping your furniture fabulous and functional for years to come!

Safety First

Tall cabinets can sometimes be a bit wobbly, so it's always a good idea to fix them to the wall for extra stability. Many of our items come with clear instructions or markings to help with this. If you're unsure about the stability of a piece or need advice, don't hesitate to reach out - we're here to help keep your home safe and secure! Regrettably, we can't fix them to a wall - it's a joiner's job.

Embrace unique

Wood is a natural product, and part of its charm is that no two pieces are ever the same. Each item tells its own story, with unique depth, shades of colour, and grain patterns. In modern homes with double glazing and central heating, solid wood furniture can sometimes adapt to its environment with slight movements or cracks - this is entirely natural and adds to its character. In fact, these features are often admired in antiques!

Oak proudly showcases medullary rays - those beautiful light streaks or ribbons in the wood created by the tree's sap-transmitting cells. Rustic timber pieces also carry their own unique quirks, with each item individually crafted to give your home a truly one-of-a-kind look. If you fall in love with the exact piece you see in-store, let us know - we can deliver that one to your home!

The same goes for natural materials like marble and travertine. Each slab boasts its own unique patterns and textures, which we can't control. These differences are what make your furniture truly special. So, if you adore the specific features of an item, we'll happily arrange to deliver that particular piece to you!

Keep it cool

Furniture isn't a fan of extreme temperatures or rapid climate changes! Avoid placing it near radiators, heaters, or air conditioning units. Fluctuations in humidity and temperature can cause the materials to shift, warp, or crack - especially natural wood.

A little distance from heat sources keeps your furniture happy and looking its best!

Keep it gleaming

High-gloss furniture is the epitome of contemporary style, but it does need a little extra TLC. Its sleek, shiny finish can be prone to scratches from everyday use, so handle with care and keep sharp objects at bay!

Got metal furniture? Or natural stone?

It's best to keep drinks off it - especially fizzy ones. The ingredients in soft drinks can sometimes erode the protective layer and ruin the finish. No one wants that kind of fizz-fiasco! And while glass furniture is incredibly tough, it's not invincible.

Crockery with unglazed edges can leave scratches behind, so pop a placemat or coaster down and keep your glass surfaces looking flawless.

SPF anyone?

Sunlight can be a sneaky troublemaker for your furniture, so try to keep it out of direct sunlight when you can. If it'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! When it comes to real wood, exposure to light causes its colour to mature naturally over time. To keep things looking even, remember to move ornaments around and occasionally expose table leaves to avoid any noticeable differences. A little effort now means your furniture stays stunning for years to come!