

upholstery



& commitment

some helpful tips on how  
to look after your Gillies upholstery



Living in style

## Caring for your furniture

Now you have invested in a new suite you will want to take care of it. Good quality upholstered furniture will last for years and a small amount of care and maintenance can extend the life of it considerably. In this leaflet you'll find some useful hints and tips on how to care for your upholstery, this should be read in conjunction with the care information attached to your product when delivered.



### Protection warranty

We offer an optional 5 year comprehensive cover programme, protecting both leather and fabric upholstered furniture against accidental damage, staining and structural defects. The scheme is designed to bring added peace of mind from the moment your furniture is delivered. If you haven't already taken advantage of this service and would like to learn more, please contact one of our stores for further details.

### Cushions and Fillings

Modern fillings for cushions and arms are much softer and luxurious than traditional fillings. By opting for more sumptuous seating you will find that some creasing and compression will occur, sometimes referred to as 'puddling'. This is quite normal and shouldn't give cause for concern, softer foams and fibres are sometimes able to achieve an appealing balance of comfort and looks which firmer fillings could not. If you are unhappy with this prospect we may be able to arrange for the filling to be replaced with a firmer alternative on a chargeable basis. We strongly advise you to think carefully before you do this, as the change of material may significantly alter the comfort levels of your furniture.



## Fabric Upholstery

The cleaning of soft covers, is best left to a specialist. Regular professional cleaning will help reduce wear and we recommend that you have any upholstery cleaned at least once a year, more often if the item becomes heavily soiled.

Your furniture constitutes a substantial investment and it is important to make sure you use a reputable cleaning company. When you obtain a quote please make sure the company regularly provides the type of cleaning service you require and ask to make sure they are fully insured to undertake the work.

**Wet cleaning with soaps and detergents is NOT recommended as this can cause colours to bleed, staining and even interior damage.**

Where it specifically states that covers are machine washable you should avoid detergents with bleaching agents/optical brighteners as these will fade the fabric. Prior to washing, run your machine empty for one cycle.

It is generally also a good idea to use arm caps, if available, with any upholstery. These will protect the arms, which is where the heaviest wear will occur. (If you were not offered this option at the point of sale please do not hesitate to contact the store).



## Emergency cleaning

As a general guide in an emergency, for liquid stains such as tea, coffee or soft drinks, remove all excess liquid with a cloth or absorbent paper. With a clean cloth soaked in a mild solution of water and neutral soap, gently rub the stain from the outside inwards, do not soak the surface. Dry immediately with a clean cloth, do not dry in direct sunlight or by using a hairdryer.

For stains from greasy substances such as oil, ketchup, mayonnaise, chocolate etc., gently remove the excess substance from the surface with a clean cloth or absorbent towel, taking care not to press, so as to avoid the substance becoming engrained in the pores of the leather or the weave of the fabric. Then proceed as above, again using only a mild solution of water and neutral soap.

# top tips

## Proper use

Perching on the front of any upholstery, sitting on arms, or using it in any other way than the purpose for which it was designed, will accelerate the natural wearing of the material, especially along the arms of chairs and sofas.

## Sharp objects

Sharp objects such as belts, buckles and pet's claws can snag or pluck loops of thread from a fabric. If you come across a broken loop the best thing to do is to simply trim the loose thread. Pulling the thread will damage the fabric even more than it already is and should be avoided.

Scratches on leather can often be repaired by a professional leather care technician.

## Non colorfast clothing

Remember, some non-colourfast clothing such as denim can permanently stain light coloured leathers and fabrics.

## Felt pads

Before placing furniture on hard flooring always fit protective felt pads.

## Sunlight

Sunlight fades the colour of fabric and leather, but a great many people don't realise just how quickly this fading can take place. Strong sunlight can fade even the boldest fabric within hours and prolonged exposure to this level of light can cause some fabrics to rot.

## Radiators

Placing furniture close to a radiator or heat source can cause damage to leather and wooden upholstery frames.

## Cleaning

Never use detergents, spirit cleaners, furniture polish or any other cleaning fluids on your upholstered furniture which has not been recommended by the manufacturer. Even in an emergency please consult a professional cleaning specialist.

## Reversible cushions

Reversible cushions should be turned daily to prevent uneven wearing and feather or fibre filled cushions should also be vigorously shaken daily to revitalise the compressed interiors. Chenilles and velvet upholstered cushions can be subject to pile crushing, regular turning of these can help to alleviate this effect.

## Fixed cushions

Fixed cushions should also be regularly dressed and 'plumped up' to aerate and counteract flattening of the interior fillings.



## Our delivery service

As you can imagine a lot of hard work and coordination goes on behind the scenes to bring you the very best in home furnishings. At Gillies we pride ourselves in backing this up with an expert delivery and after sales service.

Our experienced van crews will make every effort to ensure your furniture is unpacked and placed in the room of your choice. Once you are happy with everything we will take away all packaging for recycling, before we leave you to enjoy your new purchase.

In the unlikely event that there should be a problem of any kind we have a fully trained customer service team who will be pleased to offer advice and assistance with regard to your purchase either at the time of delivery or in the future.

## The Gillies Commitment

It assists us in providing the best possible service to you, for our respective commitments and responsibilities to one another to be clearly defined at the point of sale. These commitments are set out in our terms and conditions on the reverse of your sales invoice and we request that you read them carefully.



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