



i'm made from
100% recycled paper!

PRODUCT CARE **HANDBOOK**

a guide to protecting your product



IMPORTANT INFO INSIDE



furniturebox

www.furniturebox.co.uk



a little bit ABOUT US

Launched in 2015 by 17-year-old mates Monty and Dan, Furniturebox is now an award-winning company, changing the way online furniture works.

We're dedicated to providing exceptional customer experience and providing beautiful, quality and affordable products.



2015

furniturebox is launched

2017

We hire our first staff member

2019

We open our 1st warehouse and gain some more staff

2022

Launch our new state-of-the-art warehouse & HQ in Chippenham

2023

We continue to grow! The adventure continues...

Not bad for two lads from Wiltshire!

OUR VALUES

BUILD RELATIONSHIPS

we work closely with our suppliers

SUPPORTIVE TEAM

we're there for each other in and out of work

VALUE FEEDBACK

it's an opportunity for us to do better

ONLINE SHOPPING

should be easy, convenient and enjoyable

LITTLE DETAILS

from packaging to delivery, little details count

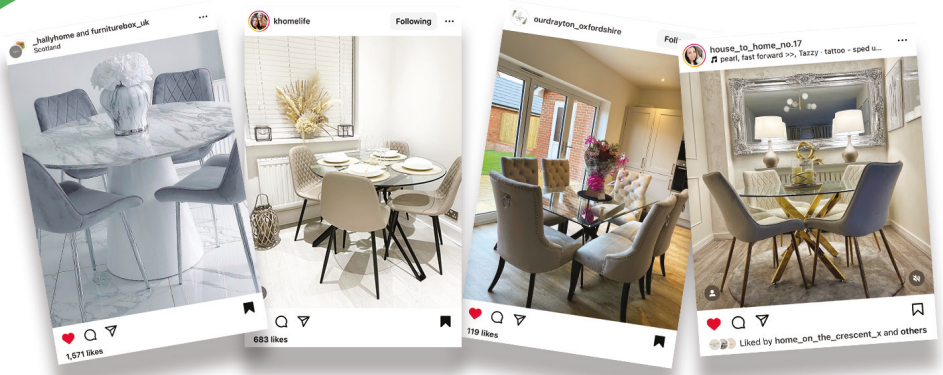
INSPIRE OTHERS

working to champion other young entrepreneurs



let's stay in touch

SHARE YOUR PHOTOS



WE **LOVE** INTERIORS! SHARE YOURS WITH US ON SOCIAL MEDIA

1. Follow us on our socials |
2. Post your snap or video
3. Tag us so we can see (and for a chance to be featured!)



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We're proud of our service and product reviews



4.9/5 stars based on 6,000+ Trustpilot reviews

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product

CARE ADVICE

At Furniturebox, all of our products are subject to our rigorous quality testing procedure to ensure that the highest possible standards are met. As a result, we're really proud of the fact that all of our products arrive with our customers quality assured, conforming to all UK regulations and complete with up to a 2 year manufacturer's guarantee. In the unlikely event that your item

does arrive to you with a damage or defect, please do let us know within the first 7 days so that we can resolve it for you as quickly as possible. You can read the full details of our guarantee on our website, but in order to ensure your product continues to look as good and function as flawlessly as the day you received it, please do take note of the relevant product care advice.



GENERAL USAGE ADVICE

- Please read the product assembly guide thoroughly, making sure to follow all instructions carefully and accurately.
- Take note of the relevant cleaning and maintenance advice provided for specific product materials.
- Only use your product on firm, level ground and do not exceed the recommended maximum load weight detailed in your assembly guide.
- To preserve the items cosmetic appearance, please avoid exposing your product to direct, intense sunlight for prolonged periods of time.
- Where applicable, make use of the anti-tipping mechanism included to ensure tables are stable and safe.

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product help

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MIRRORED SURFACES

When cleaning your mirror it is best to avoid liquids and instead use a dry, clean cloth.

The use of an abrasive cleaning product can damage the mirror surface and edges. Do not use any acidic or alkali cleaning product. Likewise, ammonia-based cleaning products can seriously damage your mirror and should be avoided.

To reduce the chances of surface scratches, be sure to use a soft, grit-free cloth for all cleaning purposes.



caring for

HIGH GLOSS SURFACES

High gloss is a popular choice for its low maintenance and contemporary appearance. To keep your high gloss furniture looking great please consider these care tips.

To avoid potential cosmetic damage, be careful to avoid the direct application of liquids or hot items to high gloss surfaces.

Avoid the use of solvent-based cleaning products, ammonia, trichlorethylene or acetone.

In the event of spillages or general cleaning, gently use a soft, clean

cloth to remove liquids or carefully apply a non-abrasive water-based liquid cleaning product.

To prevent surface wear and scratches, avoid direct contact with sharp or abrasive materials.



caring for GLASS, CHROME AND METAL



CARING FOR GLASS

Under no circumstances should hot or cold items be placed directly onto the glass table surface. Table surface mats must be used at all times.

Direct exposure to hot or cold items could seriously damage the product and compromise your warranty.

Protect the glass surface by preventing contact with hard, sharp or abrasive items and always taking care to place items onto the table gently.

When cleaning the surface of your glass table, use water or water-based non-toxic cleaning products, taking extreme care to remove all excess liquid with a soft dry cloth. In order to preserve the strength and function of your table, under no circumstances should any liquids be used to clean the underside of the table. Failure to follow this care advice could seriously damage your product and void your warranty.

CARING FOR CHROME AND METAL

To maintain the chrome's aesthetic, be careful to minimise handling the chrome surface with bare or dirty hands. Where applicable, only remove the protective film once the assembly is complete.

In regular use, avoid contact with liquids of any kind. In the event of contact with liquids, gently remove with a soft, clean cloth.

For maintenance, anti-rust oil can be carefully applied to fittings. Water-based metal polish cream can be used to remove stains and improve the chrome's appearance.

Under no circumstances should powdered, abrasive or ammonia-based detergents be used. Likewise do not apply any cleaning products containing chlorine or its derivatives.



caring for **FAUX LEATHER**

In order to preserve and maintain the appearance of your faux leather, it's best to apply a "little and often" approach to cleaning.

Small surface marks can accumulate over time through regular use. We recommend using a soft, clean cloth with warm water and a small amount of non-abrasive washing up liquid to give the surface a gentle once-over every week.

Be sure to wring out the cloth before cleaning to avoid soaking the surface and stitching. Follow up by thoroughly drying the surface with a dry, microfibre cloth.

Always use a soft, circular motion when cleaning your product. Aggressive scrubbing can cause surface damage.

Avoid the use of harsh detergents such as bleach as these can cause drying out or discolouring.



caring for **VELVET**

To preserve the appearance of the velvet, gently vacuum the product with an upholstery attachment once a week.

Alternatively, carefully use a soft bristled fabric or clothes brush to gently smooth the fabric and remove surface dust. Take care to only brush in the direction of the nap of the fabric.

Velvet can be prone to marking, so be sure to avoid placing anything heavy or hard-edged onto your product for prolonged periods of time. Should your velvet product start to show pressure marks, these

can easily be removed through lightly steaming or brushing the affected area.

Take extra care to prevent your velvet product from coming into contact with any liquids. In the event of spillages, gently blot the liquid away with a soft, clean cloth. Do not rub the affected area or you risk damaging the appearance of the velvet.



caring for **WOOD**

Keep solid wood or painted wood out of direct sunlight to avoid sun damage and bleaching. Keep away from direct heating and cooling sources as they affect the moisture content of the wood.

Clean with a soft, dry cloth to remove dust. Use a wood cleaner/protecting agent to remove dirt and restore the sheen to the wood finish. If you spill any liquids, wipe off as quickly as possible.

Do not use harsh chemicals these can damage the finish and cause colour differences in the wood.

Do not drag your furniture, always lift the item to avoid scratches to flooring as well as damage to the furniture legs.

Do not store polish remover, alcohol or abrasive solutions nearby furniture. It may damage the finish.

Use minimal water to clean wooden items. Water can stain finishes and also swelling and warping of the wood.

Always use coasters underneath hot objects to keep from getting white rings or spots in the finish.



caring for **FABRICS**

YOUR FURNITURE DOESN'T HAVE TO COST THE EARTH!

Some of our pieces are upholstered in 100% recycled polyester, sometimes also referred to as 'Eco Twill'. There are 50 recycled 500ml bottles in every square metre of fabric, so as well as having a low carbon footprint and helping the planet, it is also 100% recyclable itself!



100% recycled polyester is also durable and as easy to keep clean as any other fabric.

HERE ARE OUR TOP CARE AND CLEANING TIPS FOR BOTH RECYCLED AND NON-RECYCLED FABRICS:

- Vacuum your upholstery fabric regularly to remove dirt, dust, and pet hair. Use the soft brush upholstery attachment on your vacuum cleaner, and make sure to get into all the crevices and corners.
- Wipe down your upholstery fabric with a clean, dry cloth to remove any surface dust or dirt.
- If you notice any spills or stains on your fabric, clean them up immediately with a damp (but well-wrung) cloth. Blot the spill or stain, rather than rubbing it, to prevent it from spreading. For water-based stains, simply blot the area. For oil-based stains, a mixture of vinegar and baking soda can be effective – but always do a spot check on an inconspicuous area of the fabric first.
- Avoid using any harsh chemicals, such as bleach and alcohol, on your fabric as they can damage the fabric and weaken its fibres.



THANK YOU FOR YOUR ORDER!

Here's **£10 OFF** your next order or you can share it with a friend!

Use code **SAVEMEMONEY**

WE'RE HERE TO HELP
how to get in touch with us



furniturebox

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