

Richardson & Paige

*Distinctive Upholstery*

**5** *Tips*  
*to ensure your  
furniture is in  
safe hands*

*Make sure that it is your sofa that is stuffed,  
not YOU!*

# 1

## *Is your upholsterer a member of the Association of Master Upholsterers and Soft Furnishers?*

We have been members of the AMUSF for the last 10 years and Robbie has been a Director of the AMUSF for the last 3 years. We have always adhered to their Code of Practice which reassures consumers that when dealing with a member of the AMUSF they can expect the highest quality and service.

Each AMUSF Upholsterer is thoroughly vetted and their quality of work checked before they join. This process is repeated periodically to ensure a high standard of work.

Upholsterers and soft furnishers wishing to join have to have their work inspected to ensure that it is of acceptable quality. And this vetting process is repeated periodically for existing members.

Check out the AMUSF CODE OF PRACTICE 2014 at [www.upholsterers.co.uk](http://www.upholsterers.co.uk)

Additionally, consumers can be further reassured that in the likely event of a contract not being completed to their satisfaction, the AMUSF has in place procedures for addressing complaints.

# 2

## *Does your upholsterer or soft furnisher offer you any guarantee on their workmanship?*

We give a 'no argument' guarantee of workmanship which means that if there is any problem with the quality of our work, we will put it right IMMEDIATELY and without any fuss!

# 3

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*Are your  
other quotes  
like- for- like  
comparable?*

- If you have asked for a couple of different companies to quote: what is the breakdown of each quotation? Will the other companies remove all previous top covers or just cover over the top of the old fabric? We always remove all previous cover layers and have been horrified to discover that other 'upholsterers' have left previous fabric layers on, sometimes three or four layers. This is just lazy and doesn't do justice to your furniture.
- We always check all frame joints, springs, spring units and stuffings and repair or replace as necessary.
- Has your quote included advice on suitability of fabrics and cushion interiors? We will guide you through the choice of cushion interiors, fabrics, braids and trimmings and help you choose the most suitable for your particular project.
- Depth and breadth of skills. Does your upholsterer or soft furnisher have the necessary skills and experience for the project? Our craftsmen have spent decades honing their skills and are very experienced. How to gauge the quality of your craftsman: Ask to see their testimonials, have you been referred to them by a satisfied client? Are you able to visit them at their place of work to see your project in progress? We welcome clients to our workshop to see their furniture as the work progresses, are happy to show you the insides of your furniture and will involve you at any stage. The coffee pot is always ready for your visit. We often also give clients photos of their work in progress, especially from our bespoke service.
- Has your quotation included a promised timescale? We make a promise to return your furniture at a specific time and will always keep to your deadlines. Sadly, if things are beyond our control then we will let you know as soon as possible and work our socks off to complete in time.
- Has your upholsterer offered you the loan of a NEW sofa or chair to use, with complimentary tailored loose cover? This is one of our special services!

# 4

## *Do you know how to care for your furniture?*

Gentle regular brushing down furniture with a soft brush or gently suction vacuum cleaner will keep fabric clean. Try not to let the children eat and drink on your sofas! (We know that is easier said than done) Turn and pluff up feather cushions regularly every day. It may be a chore, but think of the biceps that you will build up without going to the gym. Protect fabrics from direct sunlight. Draw curtains if necessary to protect sofa and chair fabric from fading. There is nothing we can do about the sunlight, just enjoy the sun outside. Don't forget to enjoy your comfort though: you will have many comfortable hours sat in your new masterpiece!

# 5

## *After Care*

Sign up for our special list and we will give your furniture a free health check every two years.



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*Don't forget that if you have chosen a bespoke piece of furniture from us, we will have given you detailed guidance on how best to care for it. Plus all those photos of its building process!*