



THANK YOU

FOR CHOOSING
DIRECT INTERIORS
TO FURNISH YOUR HOME

We hope that you enjoyed your shopping experience with us. We are committed to providing exceptional service and products to all of our customers, and we take pride in delivering the best quality and value with every purchase. From selecting the best brands, to expert staff and meticulous delivery process, we strive to ensure you are happy with the new additions to your home for many years to come.

Once again, we'd like to thank you for your purchase, and we look forward to serving you again.

With regards,
The Direct Interiors Team

P.S. Please review the enclosed information carefully, and then put it in a secure location for future reference.



Direct Interiors
2005 Clark Blvd.
Brampton, ON
L6T 5P8

Important phone numbers:

General Inquiry	905.791.9660
Order Status	905.791.9660 x 243
Service Department	905.791.9660 x 232
Delivery Department	905.789.9943

directinteriors.com



CONGRATULATIONS

ON YOUR NEW HOME FURNISHINGS



PREPARING FOR YOUR DELIVERY

Your satisfaction is important to us, and we make every effort to deliver your merchandise in a timely manner. However, it is important to note that because of varying conditions such as weather, traffic, or mechanical breakdowns and other circumstances beyond our control, we are unable to offer a specific time of arrival. We ask that you consider your delivery an all-day appointment and make the necessary arrangements so that you or someone else will be available to accept delivery.

To ensure that your delivery is problem-free, your cooperation in the following areas is appreciated:

- ◆ Please provide a clear and clutter-free passage from your driveway to your door and into the home where the furniture or household items will be placed.
- ◆ We request that you remove old furniture beforehand, so that there is sufficient room for your new items.
- ◆ Make certain that your doorways, hallways, foyers, etc., are large enough to accommodate the delivery. Direct Interiors is not responsible for furniture that does not fit in the home, through doors, or into elevators.

Please be advised that our representatives will not attempt to deliver furniture if they deem that the attempt is likely to damage either your merchandise or your property. If, after such an assessment, you wish the delivery to continue, you will be required to sign a waiver relieving Direct Interiors from liability for any damage that may occur as a result.

Once your purchase has been delivered into your home, our delivery representatives will place it in the room of your choice. They will also remove and transfer the packaging materials to the outside of your home for disposal. They cannot remove packaging materials from the premises. The representatives will assemble any furniture with the exception of cribs, gliders, glider ottomans, wall hangings, handles, and knobs.

A Note about Custom Orders

All Custom Order products are deemed Final Sale. We will not accept cancellations, returns, exchanges, or credit on any Custom Order that is in production or in transit.

Balance Payment

Payments can be made in person prior to delivery. All cash on delivery items are payable upon receipt of merchandise to our delivery representatives by cash or certified cheque only.

DAMAGE AND DEFECTS

Warranty Policy

Warranty applies only to furniture used in normal home conditions and to the purchaser of origin. Problems that occur as a result of misuse, accidents, or negligence are not covered under warranty. Furniture that is used in commercial, industrial, or institutional settings is not covered by warranty.

What is Covered under Your Basic Warranty

Your warranty will honour all manufacturers' warranties to a maximum of one (1) year. We will repair, replace, or refund only as directed by the manufacturer. A freight charge will apply. Fabrics are not guaranteed, and natural wood/stone and leather characteristics will not be treated as defects. All claims must be made within three (3) days of receipt of goods.

A NOTE ABOUT WOOD FURNITURE

As a beautiful and complementary addition to the home, no piece crafted from wood will be without flaws. Many manufacturers take advantage of these imperfections when designing their pieces.

Here are a few points to keep in mind when purchasing wood furniture:

- ◆ Wood furnishings may contain knots, mineral deposits, and unusual grain patterns; these may also cause inconsistencies with staining. These are not defects, merely the markings and imperfections inherent to the natural wood.
- ◆ Humidity in the home can affect the wood, causing it to expand and contract, which may result in gaps. This is normal and generally no cause for concern.

A NOTE ABOUT LEATHER FURNITURE

Leather is warm, inviting, and weathers beautifully as it ages, – and as with wood, no two pieces of leather are identical. Here are a few things to keep in mind when purchasing leather furniture.

Leather often displays differences in shading and distinctive marks from scratches, barbed wire nicks, and branding of the animal from which the hide is taken. Only genuine leather can boast such diverse characteristics. These unique marks are what gives each piece of leather its own personality and are in no way considered defects.

A NOTE ABOUT UPHOLSTERED FURNITURE

We sell only the highest quality of upholstery fabrics to ensure that problems rarely occur. In certain types of fabrics, pilling and shading is to be expected. What may appear to be a defect is often considered a normal sign of wear.

Loose threads may appear after use, and are not defects. You can simply snip these off with sharp scissors as they appear. Loose threads are not covered under warranty.

Pilling is common with many fabrics and is not considered a defect. It is simply excess fibre that comes to the surface in small balls or pills. It will eventually stop and is not covered under warranty. When balls of fabric appear, simply remove them with a fabric or sweater shaver.

You may have to repeat this process three or four times before pilling stops. It is normal for seat cushions to slip or shift around foam cores. This can be corrected by regularly rotating the cushions and is not covered under warranty.

HOW TO CARE FOR YOUR NEW FURNITURE

Wood Furniture

- ◆ Dust regularly with a dry cloth or one that has been slightly moistened with a natural polish. Avoid polishes that contain petroleum products, which may damage the finish. In some cases, dust can be abrasive, so always polish following the grain of the wood, not across it. Avoid placing your furniture in direct sunlight as this may bleach the finish. Commercial glass cleaners may discolour brass or chrome and are not recommended for use. Be sure to always use felt discs, placements without rubber backings, coasters, etc., when putting lamps, glasses, or hot objects on table tops.

- ◆ Despite modern water-resistant finishes, it is very important that water not be allowed to stand on furniture to avoid moisture damage.

- ◆ When storing table leaves, always lay them flat beneath a bed or somewhere out of the way. Standing them on their edges may cause warping.

- ◆ Maintaining consistent temperature and humidity conditions is extremely beneficial to all furniture with wood construction. We recommend that you use a humidifier in your home to preserve the condition of your piece.

- ◆ Refrain from tilting chairs while sitting in them; this can loosen the joints in the chair. Also, avoid standing on chairs or hooking your heels in the cross supports of the chair base. Decorative wood spindles are fragile and will break if subjected to unnecessary stress.

Upholstered Pieces

- ◆ Vacuum or brush to remove dirt and dust that can cut threads or wear fibres.

- ◆ Spills should be blotted repeatedly with a clean, dry cloth or paper towel. DO NOT RUB. If a stain should occur, test for colourfastness of the stained area by wiping a small hidden area with a mild soap solution before attempting to fully remove the stain.

- ◆ Rotating all seat cushions and ottomans on a regular basis should lessen wear. Turn and rotate after every vacuuming, approximately every few weeks.

- ◆ If twisting occurs, simply release the zipper and pull the fabric around by hand. Zippers are there for ease of assembly by the manufacturer. Do not attempt to remove cover and machine wash. Hiring a professional upholstery cleaner is recommended.

- ◆ Occasionally, a seat cushion may appear to be a different shade than the rest of the piece. When this happens, simply turn it over to find the fibres of the fabric lying in the same direction as the rest.