

Will It Fit? Guide

This guide has been prepared to help you evaluate whether your chosen furniture will be the perfect fit for your home.

Not only do you need to check that the item will fit the intended space, it is also essential that you are sure that our team will be able to deliver it to your home, navigate it through the door and manoeuvre it on its journey into place.

All our furniture items (and most of our lighting and accessories) are delivered by our brilliant white gloves delivery team who go the extra mile to get your item set up and in place in your room of choice.

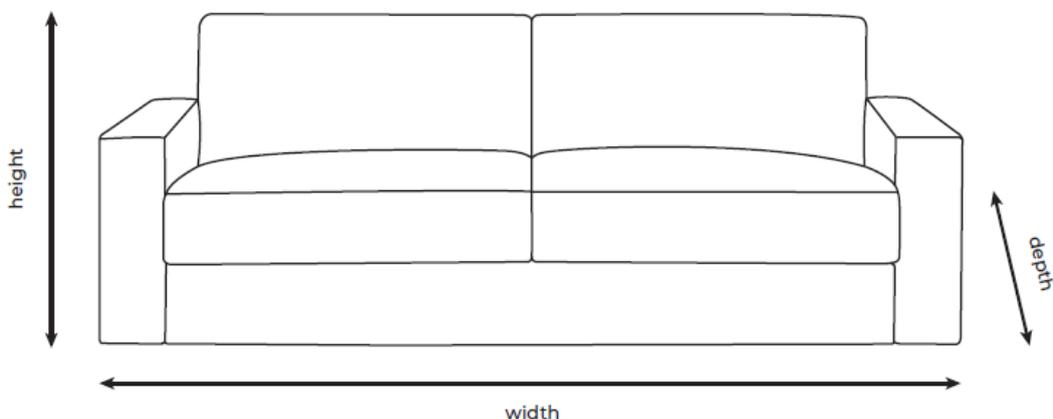
Read on for guidance on all the important things you need to consider to ensure everything measures up for a seamless experience . . .

Checking your item's measurements

You can see all the important dimensions listed on our product information (and technical specification documents, where provided). The key dimensions you need to know about the items are:

- height (H)
- width (W)
- depth (D)

Suggestion: To help envisage the item in its intended space, prepare a paper cut or use masking tape to lay out the furniture footprint.



Will the furniture fit through your door?

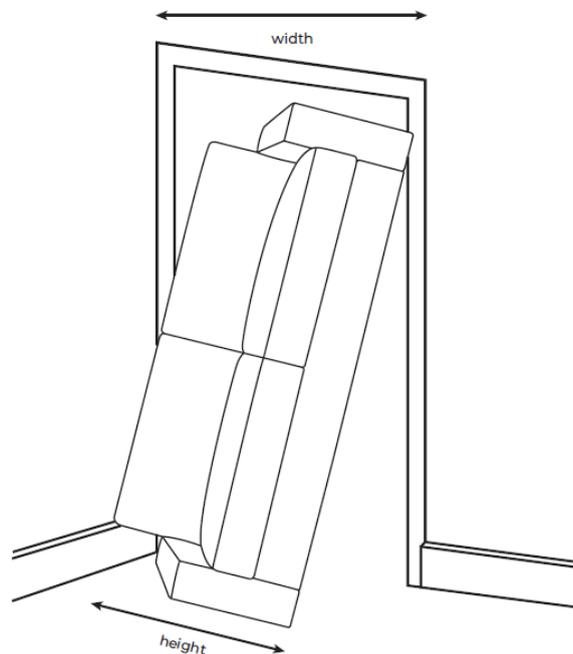
To ensure the item can fit through your entrance door, you will need to measure the width and height. Open your door as wide as possible and measure the distance between the outer edge of the door to the inner edge of your doorframe at its narrowest point.

If the entry area is tight, you should also note the clearance (from door to wall, bannister or other identified obstacle).

Important: Please also allow an additional 2-3cms each side for our crews' hands, they will need to grip and maintain control whilst moving items through doors, stairways, and hallways.

Furniture will *not* fit through if:

- The width of the item is greater than both the entrance door clearance and height
- The entrance door width is less than (all three of) the item's measurements - height, depth and width



Note: some of our items come carefully packaged in wooden crates (and this is noted in our product information). Our delivery team can remove the item from the packing crate, if required, before bringing the item into your home.

Getting up or down the stairs

If your furniture item will need to be navigated up any stairs, measure the width of the staircase at its narrowest point and don't forget to take any handrails or other fixtures into account.

The stairway width at its narrowest point must be wider than the item's depth or height, plus allow space to manoeuvre.

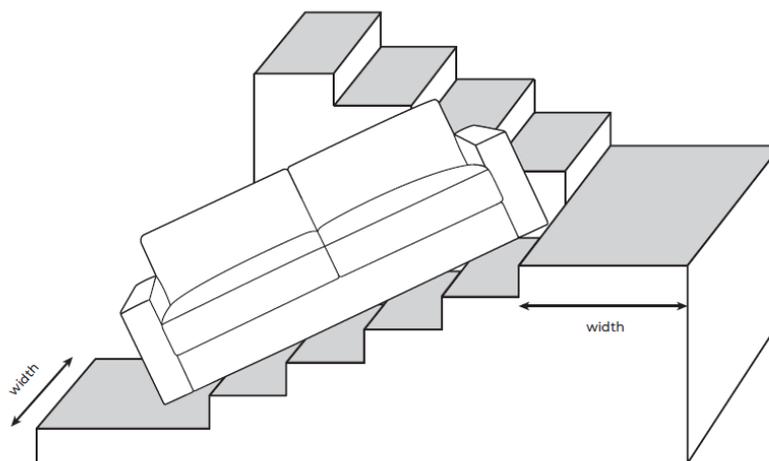
If you have stairway landings, then these must also be wider and deeper than the item's depth and height plus space to manoeuvre.

If you have a bannister and the item needs to be lifted over it, check that there is enough clearance between the top of the bannister and the ceiling.

Once at the top of the stairs, make sure there is enough room on the landing for our delivery team to manoeuvre your item into the right room.

Note: If you do have items needing to be delivered to a basement or a loft conversion, we need to be clear that it is safe to do so as stairs can often be narrower and more precarious.

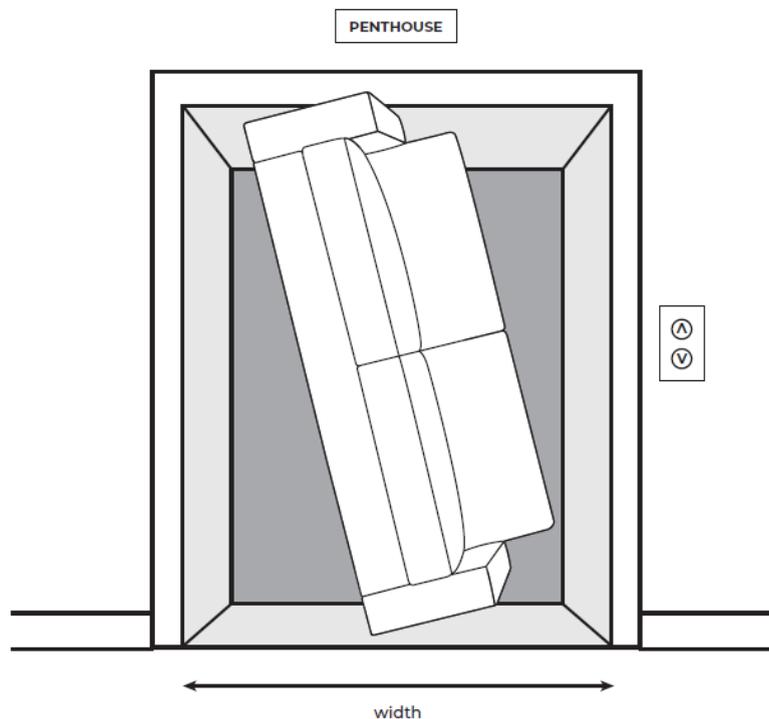
Suggestion: For extra peace of mind, you might want to protect bannisters using blankets.



Will it need to go into a lift?

Will our delivery team need to use a lift? If so, measure the open-door height and width, as well as the depth of the lift to confirm it will fit, together with one delivery person. If the dimensions are greater than the width, height and depth of your furniture, with room for the delivery person's fingers to manoeuvre, it's all good. You will also need to ensure that the lift weight allowance is sufficient for the item, plus one delivery person (allow 80kg).

Tip: Some apartment buildings will grant personal access to the lift to assist with deliveries, so it is worth checking prior to delivery date and organising in advance.



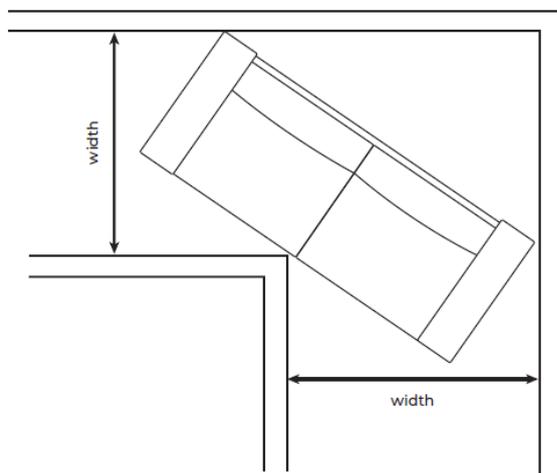
Nearly there – any other hurdles?

Check the dimensions of any hallways and internal doors that your item will need to pass through.

The narrowest point of your hallway width should be wider than the item's depth or height, allowing space for delivery team fingers.

The width of your internal doors must be wider than the item's depth or height and the internal door height must be greater than the item's width (if the item cannot be carried horizontally).

Tip: Remember to take note of possible obstructions such as radiators, shelving, skirting boards and light fittings.



Other things to consider / delivery assessment

Our delivery team has highlighted some additional things for you to consider for a successful delivery. For example, whether our delivery vehicle can park immediately outside your property or whether there are parking restrictions; is there step access to the property, as well as how many doors will the item need to pass through (and to ensure you measure all).

If you have any doubts, please flag to our team and where possible an onsite assessment can be undertaken - a quote will be provided based upon your location and availability.

When you order

Once you are confident that your item will fit, you are ready to place your order. So that our delivery team can plan most effectively, we do ask you to provide us with some key info about accessibility to your home that is super helpful to a successful delivery – don't worry, it is a quick and easy form!

On the day of delivery

Your beautiful item is on its way and your delivery team will be in touch 30 minutes before arrival. To help make the delivery as easy as possible, here are some useful tips to follow:

- Plan for a parking space to be available for the delivery van. (Our vans do vary in size but on average they are around 670cm long, 225 cm wide and 330cm high. Space must also be allowed for the tail lift.)
- Remove any obstacles and trip hazards on the delivery path, both outside and inside (particularly pictures, rugs and fragile objects, as well as any pets!). A clear route to the room of choice is needed, free of any obstructions.
- Protect any surfaces such as bannisters by wrapping in blankets or foam.

Please note: Our team will not leave any items in a communal area. Our teams are instructed to only deliver directly into your property and no items will be left outside under any circumstances. Additionally, under no circumstances will any items be delivered through a window.

Setting up

Once the item has been delivered to your designated room, the delivery team will follow your instruction as to the exact placement.

- Your item will be carefully unwrapped, checking for any obvious signs of damage
- If your furniture item requires any assembly, this will be carried out so that it is poised and ready for use
- The team will be happy to remove any packaging you do not require

Kindly Note

Our delivery team members are brilliantly helpful and expert at what they do, but they won't take risks if they think damage will occur to your property or the item.

This guide is provided to help you but it is your ultimate responsibility to evaluate access suitability before placing your order and extra costs might occur if you fail to note any issues with this.

Please call our team if you have any questions at all on 020 3908 5605.