



Important information for your furniture

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Protecting Your Investment

You've made an excellent investment in your new furniture.

The following care guide is designed to help you protect and look after your purchase so you can enjoy it to the full for many years to come.

Please read, keep and follow any instruction labels or booklets attached by the manufacturer to your purchase as most give guidance on use, maintenance and materials.

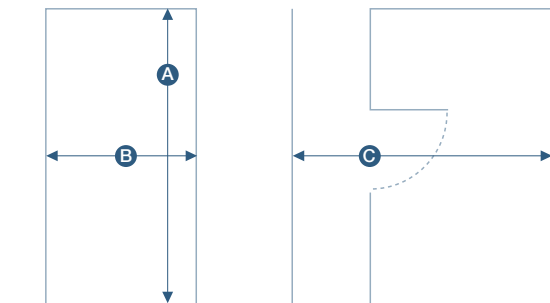
If you have any doubts about how to care for your furniture and can't find your instructions from the manufacturer, please phone Reynolds for help on 01243 871200

Will your new furniture fit into your home?

In the excitement of buying their new furniture, some of our customers forget to check that their carefully chosen purchase will actually fit into their home. Reynolds will do everything possible to expedite the delivery but can accept no responsibility for goods that are too large to get into the house.

To avoid embarrassment and potential cost of such a disaster, use the simple guide below to ensure a successful delivery.

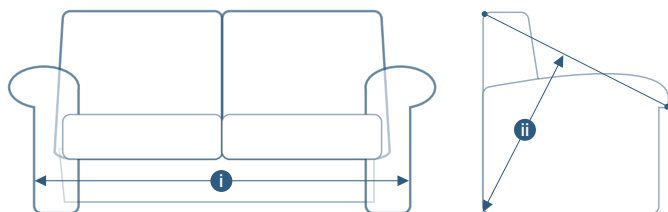
Measure the entrance to your property



Measure the heights **(A)** and the widths **(B)** of any hallways and door accesses, as well as the entrance clearance **(C)**.

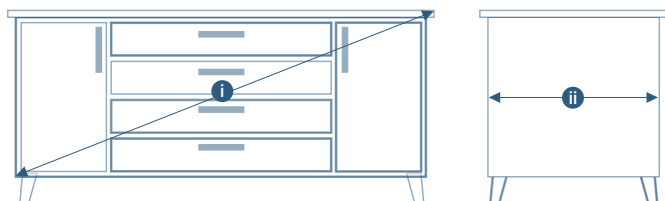
Measure your chosen furniture

Either measure your chosen item yourself, or ask a member of staff to do it for you. For sofas, first measure the width **(i)**, followed by the diagonal depth **(ii)**. The diagonal depth may be determined by first placing a straight edge from the highest point of the back frame (excluding cushions) to the front of the arm. Then measure from the bottom rear corner of the sofa up to the point that bisects the straight edge.



Sofa width **(i)** must be less than entrance way dimensions **(A)** or **(C)**
 Diagonal depth **(ii)** must be less than entrance way dimension **(B)**

For cabinets, measure the diagonal height at the widest point **(i)** and depth **(ii)**



Diagonal height **(i)** must be less than entrance way dimensions **(A)** or **(C)**
 Depth **(ii)** must be less than entryway

Reynolds Delivery Check Service

Using the instruction opposite, it should now be clear whether your new furniture will fit, but please also take note of any obstacles such as ceilings, fixtures, interior walls, stairwell banisters and turns. Should you still not be confident that your new furniture will fit we offer a check delivery using our display model. There is a small charge, which is refundable against your purchase.

Beds

- Once your new bed is in place and the packaging removed, let it air for a short while before putting on your mattress protector and bed linen.
- It may feel a little strange sleeping on your new bed at first. It will take time for your body to adjust to a new level of support and comfort.
- Never fold roll or bend a mattress as this will distort the spring unit and damage the fillings.
- A mattress protector will prevent stains and smells and keep your mattress in perfect condition.
- Turn down your bedding each morning to allow the mattress to cool down and breath.
- Never wet clean your mattress. When changing your bedding, brush your mattress with a soft brush or light vacuum using an upholstery adjustment.
- If your mattress becomes wet stand it on its side to minimise the penetration of moisture and allow it to air away from direct heat.
- Treat stains and spills immediately. Don't saturate the fabric with liquid and never use detergent or a hard brush, as they can damage the material and stitching. Allow the mattress to air gently, away from direct heat.
- Avoid sitting on the edge of the bed for long periods as this can damage the springing/support systems and affect it's shape.
- Do not stand or jump on your mattress. It will break down the internal construction and can cause the mattress to collapse.

- Check all bolts, screws, legs and castors regularly to make sure they haven't loosened.
- As the mattress is designed to shape to the contours of your body, settling of the fillings is quite normal. You can keep the filling supportive and settlement can be reduced and evened out over the mattress by regular turning. Unless it states otherwise, turn your mattress every fortnight for the first six months using mattress handles if provided. After that, turn it at least every four weeks. Stick to a routine where you turn first end to end, and then upside down in regular rotation. For mattresses with a combination of spring tensions, you will have to change sides unless you turn them over from head to foot. Some mattresses are described as 'no need to turn'. This means turning is not a regular requirement. We still recommend that you do turn and rotate from time to time. Others are described as 'non-turn'. This means there is no need to flip them over, but you should still rotate them from head to foot regularly.
- Only use storage drawers in divan beds to carry lightweight items such as pillows, duvets, clothing and linen. Heavier items like books or toys could cause them to collapse, or distort the drawers and pull them off their runners.
- Where possible, regular plumping will help to maintain your pillow's comfort.
- The average life span of a pillow is about 3 years. After this we recommend you change them. You will notice the difference!
- Remember, placing a new mattress on an old base can be a false economy. For example, a platform, slatted or hard-top divan base will make a soft mattress feel harder. Putting a new mattress on an old sprung base can affect the life of the mattress as well as its feel.

Soft Upholstery

- We recommend you take out a stain protection warranty on your upholstery and use protective arm caps and anti macassars where possible to reduce wear and soiling.
- Always follow the manufacturer's cleaning instructions and only use products they recommend.
- Use the upholstery or drape attachment to vacuum your furniture weekly and reduce the abrasive effect of dust and crumbs. Be careful when vacuuming delicate braid or fringe details.
- Clean all covers of a loose cover suite at the same time to prevent colour variations.
- Fixed cover fabric suites should be professionally cleaned at least once a year.
- If you spill something, blot up the excess immediately working from the outside to the centre of the spill. Do not use detergents or rub as you could cause permanent damage. If you have purchased a Warranty, contact the warranty supplier right away and they will advise on what to do. Often it requires professional cleaning to rectify the matter. For Warranty policy holders this will be arranged for you.
- Reversible seat and back cushions should be turned and plumped at least once a week. Some fillings such as feather or fibre will require daily plumping and turning. Over time some fillings, may lose up to 20% of their original firmness through normal wear and tear. Daily plumping and rotating will help make them last longer.
- Castor cups will prevent castors indenting your carpets or scratching wooden floors
- If you have wooden floors it is advisable to use a protective felt on the feet of the new furniture to prevent scratching.

- Recliner mechanisms may seem stiff at first, they will ease with use.
- Open and close recliner mechanisms with care. Ensure small children do not swing on them or operate them incorrectly.
- Do not have your furniture too close to direct heat or air conditioning. It can cause joints to dry out and squeaks and creaks to develop.
- Do not sit on the arms and discourage children from using your furniture as a climbing frame or trampoline. It will shorten the life span of your furniture dramatically.
- Try to keep pets off upholstery and be careful of sharp objects such as belt buckles, toys and watch straps snagging the fabric. If snags occur, carefully cut off the loose ends with scissors or tuck back in. Do not pull them under any circumstances.
- Remember light affects the colour of fabrics and leather. Over exposure to sunlight will cause your furniture to fade.
- Don't pull loose threads, you could cause a hole. Trim them off neatly with sharp scissors.
- Rather than have a 'favourite seat', use your whole suite equally. This will keep your furniture looking the same all over and aging as one.
- Perspiration and natural oils from our skin can affect the long term durability of fabric suites and show staining. We strongly recommend you use arm caps and, if necessary, antimacassars to protect your furniture.
- Do not leave newspapers lying on your suite. Ink can stain the cover permanently.

- Do not sit on light coloured suites, wearing denim jeans or non colour-fast clothing. The dye can transfer on to your furniture and cause permanent discolouration.
- Sitting on the front edges of cushions at an angle or on the arms may cause distortion or damage.
- Wood or decorative facings require minimal maintenance and should be occasionally wiped with a damp cloth to remove dust. Do not use spray polishes or solvent cleaners, as these can have a damaging effect on both the facings and adjoining fabric.
- Pile fabrics such as velvets and chenilles are prone to shading. This is a natural characteristic of the fabric and not a fault.
- All fabrics are likely to crease, particularly on arms or cushions. This is not a fault but a natural feature and will not have any effect on the fabrics wearing qualities.

Chemical Odour in New Furniture.

Chemical odours are common with new furniture; upholstery may have been treated with flame retardants or other chemicals designed to protect the material, while painted or varnished furniture's odours stem from its finish. Reducing or removing the chemical smell is often a matter of giving the furniture time to air out.

Airing out new furniture, whether it's upholstered, varnished or painted, offers a natural way for the chemical fumes to dissipate on their own. Nearly every kind of fabric or furniture finish has an odour that is most evident while the furniture is new. Opening windows and turning on fans near the furniture to help reduce odours as will general use.

Leather Upholstery

Many of the care points for soft upholstery also apply to leather. Please refer to the care points for soft upholstery as well as those listed below.

- Once the tight protective wrapping is removed from leather furniture, the cushions may appear flatter than expected and the leather creased. Use the palms of your hands to press gently on the leather surface and smooth the cushions and leather into their normal shape. Plump all cushions. Once air begins to circulate around the suite, the leather will relax and fall into its original shape.
- Over time, perspiration and natural oils from our skins and hair can have an effect on the finish of leather. Where hands, bare arms or heads rest on the hide, clean regularly as per the instructions on your leather cleaning kit. Do the same with any areas where pets may have rubbed against your furniture.
- Do not sit on light coloured suites, in particular pale leathers, wearing denim jeans or non colour-fast dark clothing. The dye can transfer on to your furniture and cause permanent discolouration.
- Irregularities in the grain, small scars and insect bites and other natural skin marks should not be considered as defects. Only real leather has these characteristics. It is normal for certain areas of leather to show signs of creasing and stretching.
- When cleaning always use a recommended leather cleaner never use cloths that have been used for other purposes as they may harbour chemicals that will damage the leather. We offer a 5 comprehensive 5 year leather protection scheme as well a leather care kits to protect your furniture.
- All leathers are likely to stretch and crease. This is not a fault but a characteristic of leather and will not effect wearing qualities.

Cushion Care

Weekly cushion care



1 Hold the zip.



2 Shake vigorously.



3 Plump the fibres.

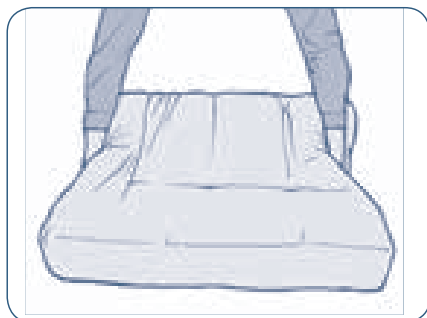


4 Work into corners.

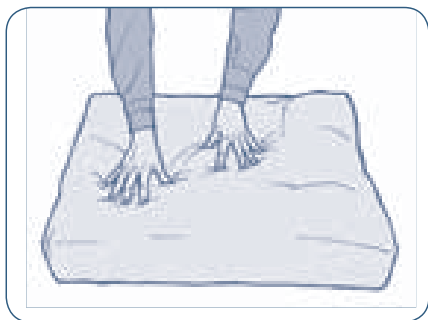
Monthly cushion care



1 Ease the cushion filling out of the case.



2 Plump the cushion.



3 Tease the fibre apart.



4 Work the cushion into the corners.



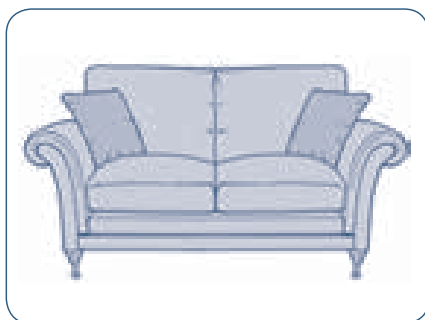
5 Fill the case evenly.



6 Pull the case together and close the zip.



7 Shake well.



8 Comfortable cushions.

Dining and Bedroom Furniture

- If you have wooden floors, please use a protective felt on the feet of your new furniture to prevent scratching.
- If your furniture appears out of line when it is assembled, check that the floor is level. You may need to adjust legs, feet or hinges to compensate and make it look right. This is more common on uncarpeted floors where there is nothing to cushion against the effect.
- Follow the manufacturer's cleaning instructions and only use the products they recommend.
- Use a soft lint-free cloth to gently dust your furniture.
- Use a clean, very slightly damp cloth to remove finger marks. The use of detergents is not recommended.
- We do not recommend the use of silicon or spray polishes. They may leave a residue on the surface of your furniture that affects its appearance.
- Caring for furniture made from stone or travertine is straight forward. Wipe any marks or spills with a slightly damp cloth and then polish with a soft dry cloth. You may use a few drops of a neutral cleaner, or stone soap (available from hardware stores) or a mild dishwashing detergent and warm water for cleaning. Be gentle with your furniture. Never use vinegar, lemon juice or other cleaners containing acids, scouring powders or cream cleaners which may contain abrasives.
- If your wood furniture has a lacquered easy care finish, daily dusting and the occasional wipe over with a clean, damp cloth followed by a dry duster will keep it looking good.
- If your wood furniture has a waxed finish, use good quality natural beeswax and polish along the grain every 3 months. Use a clean duster to buff up and retain the natural beauty of your furniture.

- If your wood furniture has an oiled finish you will need to treat it with a suitable oil every 3-4 months. Make sure you dispose of the cloths used safely.
- In the event of an accidental spill, blot up the excess immediately. If you have purchased a Warranty, contact the supplier for advice on how to deal with it. Do not try to remove the stain with excessive water or detergent. If the cover on your dining chairs is affected, rubbing at the stain will make it worse. Professional cleaning is usually the answer. The same applies to the finish on your furniture; a professional repair is your best solution. For Warranty policy holders, this will be arranged for you.
- Wooden products change colour with exposure to both natural and electric light. Rotate any ornaments to avoid patches of colour where the object has stood. Leave dining tables fully extended if possible, or expose the leaves to light so there are no vast colour differences between them and the table top.
- When vacuuming your fabric or suede dining chairs use the soft furnishings attachment and low power. Alternatively use a soft brush to remove dust. If your chairs are covered in leather, give them a wipe over with a damp cotton cloth. If you need to use soap make sure it is very mild and does not contain any harsh detergents.
- If you need to replace a light bulb in a cabinet, please disconnect it from the mains first.
- Check the stability of tables and chairs regularly. You may, from time to time, need to tighten bolts and other fixings.
- Don't rock backwards or stand on dining chairs as this can cause the joints to become loose.
- Always leave a gap behind wardrobes and wall units to allow air to circulate.

- Do not place furniture near heat sources or air conditioning units.
- Avoid changes in humidity. If the air is too damp as in steamy kitchen, solid wood will still absorb moisture. Sticking drawers is a common warning sign. If the atmosphere is too dry as in a conservatory, wooden furniture may start to warp, twist and split and joints may open up into unsightly gaps.
- Protect furniture from strong prolonged sunlight.
- When moving your furniture, lift it carefully. Dragging or pushing it will damage fixings and affect stability. You could scratch your floor, and strain yourself.
- When moving stone or travertine tables, always carry the tops on the vertical, never horizontally. Organise help before you start lifting.
- Wooden furniture is not water or chemical proof or heat resistant. Do not put hot dishes or cups on to any table top or cabinet. Always use an insulated mat for protection. Don't use a protective cover containing rubber derivatives – it could react with the top coat finish.
- Sharp objects such as cutlery and pens can score the surface of your furniture, as can crockery being dragged across the top.
- Fit shelves and units according to manufacturer's instructions.
- Do not overload wooden or glass shelves.
- Do not place heavy items on drop down leaves or doors. The hinges are not designed for excessive weight.

Carpet Care

- **What to do before your carpet is delivered**

Waiting for your new carpet to arrive is very exciting and you may even be a little nervous.

You're definitely hoping that the fitting is done quickly and efficiently. So before our fitters arrive please take a few minutes to read through this Fitting Guide. These important tips will help you prepare and they'll help the fitters do the best possible job for you.

We want your carpet to look great just as much as you do. We also want the whole process to go as smoothly as possible, with a minimum of inconvenience to you and your family.

- **Removing your old carpet**

It's out with the old and in with the new. If you already have wall-to-wall carpeting, it will have to be removed before the new carpet can be fitted. If you wish, we'd be happy to provide that service for a modest charge. If you'd rather do it yourself, please follow a few simple suggestions. First, vacuum the carpet one last time before you begin. Then be sure you open your windows and let fresh air in while the carpet and underlay are removed. Finally, vacuum the floor to remove any remaining dust and dirt.

- **Airing the room**

It's important to air a room where a new carpet is being fitted too. Many materials, including some associated with carpet removal and fitting can have an adverse effect on indoor air quality. So make sure there's plenty of ventilation when your old carpet comes up and your new one goes down. We recommend you open all windows and doors to increase air flow. You should ventilate the area for as long as possible and when convenient over the next few days.

- **Moving your furniture**

To fit a carpet properly rooms should be cleared of all furniture. In dining and family rooms, please remove breakable items such as vases, lamps and dishes. Detach wiring for stereos, TV's and other electronic equipment.

Remove light furniture such as end tables, coffee tables and dining room chairs.

Any breakable items that have to be handled by our fitters will be done so at the customer's risk. Any heavy furniture that needs to be removed would incur an additional charge. In bedrooms, please strip the beds and remove all items from the bottoms of cupboards (if they are to be carpeted). For a modest charge, our fitters will dismantle the beds if necessary. In kitchens and utility rooms, please unplug the washer, dryer, refrigerator and all gas appliances. Our fitters are not responsible for disconnecting these items. In bathrooms, if vinyl is to be installed, you can arrange for a plumber to have the sink removed prior to the fitter's arrival.

- **Opening doors**

If the door has to be removed to be shaved in order to clear the new carpet, our fitters may be able to do this for a modest charge.

- **Eliminating waste**

Our fitters will place all waste materials in or by your dust bins. If you prefer, we can remove the waste for a modest charge.

- **Adhesives**

On some surfaces, such as concrete, fitters must use adhesives when fitting new carpet. If adhesives are required, ask for water based adhesives, which are less likely to affect the air quality in your home during fitting.

- **Storage/utilities**

Our fitters use areas not to be covered - such as car ports and back patios - to store materials during fitting. Also, they may need electrical power for tools and need the indoor temperature to be at least 18°C (65°F).

- **Leftovers**

After fitting, you may notice some leftover pieces of carpet, and some may be rather large. This is due to the fact that most carpet is sold in broadloom widths, so if your rooms are narrower or wider than the broadloom widths available in the range selected or if you are having halls or stairs carpeted, there will be a slight waste factor. If you'd like to keep some of the leftovers and use them as doormats or replacement carpet, please ask.

- **Carpet seams**

In many rooms, carpet seams are inevitable. Today's heat bonded seams are stronger than the rest of the carpet, but they are not invisible. Even though our fitters do the best they can, you will be able to see the seams. Also, because of the direction of the carpet, some seams may be more visible than others. This is quite normal and should be expected. Prior to fitting, you may want to discuss the location of the seams with the person in charge to see if they can be placed in low-traffic areas, where seams are less noticeable.

- **Colour matching**

We endeavour to colour match wherever possible; please expect a small amount of colour variance due to the nature of carpet manufacture.

- **Colour changes**

The shade of the carpet depends on the angle of the light that falls on the carpet pile. Brush the pile in the opposite direction and the shade changes. If you have a preference and there is enough carpet, just ask the fitters to show you how it looks both ways.

- **Making a fitting date**

You can agree your new carpet fitting at a time that's right for you. But no matter how well prepared you are, the fitting will probably create some inconvenience. So please plan accordingly. Be sure to schedule the fitting when you can provide fresh air ventilation during and after the fitting has been completed.

- **We're professionals**

Our fitters are able to provide the most professional services possible. If you have any queries that the fitter cannot answer please phone us.

- **Underlay - a carpet's best friend**

It is essential that your new carpet is laid on a new good quality underlay. This will ensure that you get maximum wear and excellent appearance, as well as providing heat and acoustic benefits. Don't make the mistake of believing that you will save money by utilising your old underlay. It will probably have little, if any, life left in it and certainly next to no bounce or resilience

- **Vacuuming**

Surface dirt is unavoidable and sometimes unsightly, but dirt that is trampled down between the tufts has an abrasive cutting action that can eventually wear away the fibres. The best way to delay or prevent this destructive wearing action is to give your carpets a regular vacuuming.

There is a common myth that you should let a new carpet "settle in" for a week or so. In fact, entirely the reverse is true. Virtually all new carpets will shed a small amount of loose fibres and these should be removed by vacuuming as soon as possible. Otherwise the fibres will be walked back into the carpet and can cause a matted appearance.

Loop pile carpets, particularly Wool Berbers, should not be cleaned with a vacuum which has a beater attachment - this can cause excessive fluffing and matting - this type of carpet should be vacuumed with the suction head only.

Entrance mats and barrier mats will reduce the amount of dirt carried on to your carpets from outside the home, but please remember that these mats must also be cleaned regularly.

- **Shading**

All cut pile carpets, particularly plain or tonals, are liable to shading – that is to show light and dark patches due to uneven crushing of the surface, commonly known as "pile pressure".

No care on the part of the manufacturer can avoid this tendency which is inherent in all pile fabrics. It is not detrimental to the wear of the carpet, nor is it a defect.

- **Sprouting**

Occasionally a tuft may protrude above the carpet surface. This is not a manufacturing fault, simply trim this down to the general level of the surrounding carpet with a pair of scissors. NEVER try to pull the tuft out of the carpet.

- **Flattening**

All carpets are subject to flattening in varying degrees. Flattening is caused by the compression of the pile by footwear and furniture. Heavy furniture may crush carpet pile so wherever possible use castor cups. Furniture should not be dragged across a carpet. Try to rearrange your furniture occasionally to avoid uneven wear. Regular vacuuming will help to alleviate flattening, bringing the pile back up to its normal position.

- **Fading**

Today, almost all of the fibres and dyes used in making carpets exhibit excellent properties of colourfastness to sunlight. However, all carpets are subject to a degree of fading with age but this is generally unnoticeable over the years. Carpets fitted in extremely sunny rooms with large windows can be protected by drawing your curtains or blinds during periods of strong sunlight.

- **How to tackle stains**

Do it right...Do it quickly!

Accidental spillages on carpets are an unfortunate fact of life and no carpet is totally stain-proof. Remember the golden rule that instant treatment can mean instant cure.

NEVER - NEVER - EVER RUB - but always blot...blot...blot to a damp dry state.

Liquid spills should be soaked up immediately with absorbent tissue, preferably white, or a clean, dry cloth.

Avoid excessive rubbing and always work from the outside edges of the stain into the centre to avoid spreading. Use a blunt knife or spoon to gently scrape away any solids

TERMS AND CONDITIONS

1. The price for the goods is inclusive of Value Added Tax at the date of order. The price will be adjusted to take account of any increase or decrease in the rate of Value Added Tax made before the date of delivery.
2. Although the suppliers delivery date to the Company is quoted in good faith, the Company gives no undertaking that the goods will be delivered on the date given, and will not be liable for any loss or damage consequent upon delay in delivery or non-delivery of the goods.
3. Our suppliers policy is of continuous improvements, so consequently, specifications on goods supplied could result in the goods being upgraded.
4. Cancellation of a special order cannot be accepted once the goods have been put into production, are in our possession, or cannot be cancelled with the supplier.
5. Cancellation of an order will incur costs which will be deducted from the monies paid at 20% of the total purchase price.
6. Stain protection and extended warranties are advised on all furniture, beds and carpets.
7. Unless credit terms or other specified payment arrangements have been agreed by the Company at the time of purchase and recorded on the order, payment in full must be made before or on delivery. If (otherwise than as so agreed and recorded) any part of the price is not paid before delivery, or the other specified payment arrangement is not complied with, the Company will be entitled to charge interest on the outstanding balance at two per cent above the Bank of England Base Rate per annum, until full payment is received.
8. Goods can only be held on deposit for 7 days after which full payment is due. A minimum deposit of 25% of the total purchase price is required on all special orders prior to that order being placed with the Manufacturer, but 50% deposit of the total purchase price on carpets and flooring orders. All items under £200 must be fully paid at the time of order.
9. The deposit will only be refunded if the Manufacturer is unable to supply the special order.
10. Goods can be held for up to 4 weeks with full payment. Thereafter, storage rental charges at our current rates, will apply.
11. Full payment for carpets and flooring orders is required 4 working days prior to fitting.
12. The Company will not be liable for any loss or damage to the goods suffered in transit unless the Company is notified within three days after delivery. All damage must be reported to us immediately. This does not apply to Manufacturing faults which may become apparent at a later date.
13. Deliveries outside of our normal free delivery area will be subject to a delivery charge.
14. A delivery charge will be made on goods under £350 in value, within our normal free delivery area.

15. A collection charge is applicable if old goods similar to the new goods being delivered are to be disposed of and taken away. The collection charge is advised prior to new goods being delivered.
16. The customer is responsible for adequate access for delivery of goods.
17. (a) The Company can accept no responsibility on installation of the goods(where required) for any damage caused to water, gas or electrical systems, pipes, conduits or cables which are concealed under the surface of any floor, wall or ceiling or any loss (including consequential loss) to the goods, person or property of the customer, or any other persons directly or indirectly resulting or arising from such installation, unless the whereabouts of such systems, pipes, conduits or cables (as the case may be) was notified to the Company prior to the commencement of installation.
(b) If the Company is not notified of the whereabouts of such systems, pipes, conduits or cables prior to installation, the customer will indemnify the Company and its employees against all claims by third parties for loss or damage arising or resulting from the installation of the goods.
18. Carpet shading is not a manufacturer fault.
19. Rooms to be cleared prior to carpet fitting or other type of flooring fitting, unless already included in the original order. Any additional work undertaken by the fitter is payable directly to the fitter on completion of the work.
20. In the event of carpets or upholstered furniture requiring to be cleaned, we recommend that you contact professional cleaning specialists. The colour of wood finishes, floor coverings and upholstery fabrics on special order may vary from samples on display.
21. Title of the goods shall not pass until full payment is made.

NOTE: Nothing contained in the above conditions affects the customers' statutory rights.

YOUR GUARANTEE

Reynolds guarantee goods purchased from us to be free of defects. If any defect in manufacture or materials used (other than those resulting from normal wear and tear which will vary from household to household and for which we cannot be responsible) are notified to us in the first year after your purchase, we will, free of charge to you, make good the defects or, if we so decide, replace the defective goods.

This Guarantee is in addition to manufacturers' Guarantees, and also in addition to, and not detracting from, the rights which you have at Law; subject to these, we reserve the right to make a charge for after sale service to defects notified to us more than one year after your purchase.

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