T’s and C’s

Quotes and Estimates

The figure quoted will be based on an evaluation of the outside appearance of the furniture and may vary depending on issues encountered when the furniture is stripped back. Whist you can normally determine the condition of springs or the need for major rebuilding, other issues are often hidden from view. Frame repairs and woodworm treatment will incur an extra charge and if I feel an element of your furniture would benefit from repair or replacement I will advise you of this. No additional work will be undertaken unless agreed between client and Kate Pullan Upholstery. Any quote on timeframe will be subject to the evaluation once I have commenced work on the piece. Generally speaking, if I need to do a bit more work, it is going to require a bit more time. All quotes are good for 60 days from the date they were provided. Any quotes on time could vary, depending on what work I have currently undertaken.

Fabrics and Fillings

The Furniture and Furnishings (Fire)(Safety) Regulations 1988 covers all furniture manufactured after 1950. Therefore, any furniture made after this time will comply with these rules. Earlier furniture is exempt but you may wish to consider fire safety or the fitting of a fire-proof barrier cloth underneath your choice of fabric. Please feel free to visit their website for more in-depth information.

When selecting your fabric, it is your responsibility to ensure that it is suitable for the intended use. I am always happy to help source fabric for you, so please let me know if you’d like my help. Things to bear in mind are the strength of the fabric; is it robust enough to endure the amount of likely wear? And also, if choosing a pattern, bear in mind that due to pattern matching you are likely to need extra, for an armchair you may need an extra three metres compared to a plain fabric! Choosing the right fabric for your furniture is a very important step. We both want you to enjoy your piece for years to come!

Should you decide to proceed with fabric that I advise against, I will use it, however, you do so at your own risk. Shortage of fabric supplied will also be your responsibility. This usually occurs due to large patterns which need to be matched, if this happens I will contact you for further instructions.

Deposits and Payments

Before commencing the job, I require 50% of the estimate quoted. This will cover the cost of materials needed.

Your full balance will be paid upon completion and can be by cash, cheque or BACS.

Should you, at any time during the upholstery process, no longer wish to proceed, your furniture will be returned to you as it is. Appropriate costs of materials up to that point will be charged to you. Materials and goods will remain the property of Perch Upholstery until full payment is made.

I will discuss the timeframe before starting. I aim to complete work within 4–6 weeks providing all materials are available to begin work. If it is likely to take longer I will discuss it with you and we can decide how to proceed.