

CHALFIELD

UPHOLSTERY

Traditional craft, fine furniture & fabric

Information Pack

Thank you for considering Chalfield Upholstery. I take great pride in producing considered, tasteful pieces of furniture and just love what I do!

This document outlines some of the stages and considerations that may be involved in your project. Please feel free to ask me any questions at any point in the process.

Quotes

Quotes are an estimate, usually based on a photograph and loose measurements. Particularly with old furniture, while stripping the materials, further problems may become apparent. If I identify an issue during this process I will contact you to discuss my recommendations and what you would like me to do. Unfortunately, there is no way of knowing the full extent of the work before the existing furniture has been stripped, and that is a risk that must be acknowledged before commencing.

Timescales

I will attempt to give you an idea of how long it will take me to complete your work and will make every effort to be transparent with you regarding timings. As with the costs, the precise time frames may vary once the scale of the work is revealed after stripping the furniture. I will notify you of any delay. I only work on one piece at a time so you can rest assured that I am devoting my time to your project while it is under my care.

In order to manage my schedule efficiently I require a 50% deposit on the labour quote to reserve the slot for your piece in my calendar. This deposit is fully refundable up to the point that I place orders on your chosen fabric.

Fabric choices and storage

I have a selection of samples available for you to look at, and we can order further samples if necessary. This is not a part of the process to be rushed and I want you to be really happy about the choice you have made. Upholstery fabrics should be moderately hard-wearing, unless they are for a piece of furniture intended for purely display purposes. Occasionally, I may feel that you have made an unsuitable choice of fabric based on the furniture's

requirements, and I will advise you on this during the process. Please be aware that if an appropriate fabric is not chosen promptly you may risk losing your spot in my schedule and having the work delayed.

Billing and the process of work

I take payment for work in 3 stages:

- 1) If you are happy with my initial quote, I will send you an invoice for 50% of the labour quote to reserve your place in my schedule. We will discuss your choices for fabrics and trimmings; we may wish to arrange a meeting at the workshop so that you can look at my range of fabric samples.
- 2) I will order any foam or feather cushions and the fabric, and will invoice for these. Depending on the size of the piece and the complexity of pattern choice, I may require the piece to be dropped off a week before work commences so that I can measure up prior to ordering fabric.
- 3) On completion of the work, I will send the final invoice which will include the 50% labour balance, and any extra materials used in the upholstery process such as fire protective layers, hair and springs. I will attempt to give you an idea of what these extras are likely to be at the quoting stage. I ask that you collect your item promptly after completion to avoid overcrowding the workshop.

If you change your mind after payment of invoice 1 I will give you a full refund. I reserve the right to retain the furniture if invoices 2 or 3 are unpaid.

Please be aware that fabric will be charged at the supplier's RRP; any trade discount is intended as part of the fee for the work and is not transferred to the client (upholsterers generally operate on very slim margins and this is part of the revenue which helps us to build relationships with trusted fabric suppliers).

Transport

Delivery of the furniture is the responsibility of the owner, however, I can make recommendations for local van hire for larger items.

Finding Chalfield Upholstery

The address of the workshop is here:

Westfield House,
226 Little Chalfield,
Melksham,
SN12 8NN

What3words: meatballs.chitchat.dealings

I **strongly** recommend that you do not aim for the postcode on your satnav as we live at the meeting of one very bumpy track and another moderately bumpy track. Many cars will ground out on the direct route from Little Chalfield and I cannot take responsibility for any damage to your vehicle.

The better access is from the direction of Great Chalfield Manor (SN12 8NH, what3words readers.reduction.joys). Facing the manor, take the road to the right signposted for Little Chalfield. Go through the fields, under the pylons and you will see my sign on gates on the left.

Satisfaction and guarantee

I want you to be happy with the piece that you receive back, and strive for excellence in my work. If you identify any feature of the work that you are unhappy with, I will rectify this, if possible, at no extra charge.

Within the remit of reasonable use of the furniture (please, no bouncing children or wet dogs!) I provide a 2 year guarantee, so if there is any failure of the work such as a loose seam or a braid coming free, I will rectify this within 2 years at no extra cost.

Thank you!
Jo 😊