

MONROE AVENUE

For all the more serious stuff ... your questions answered

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Furniture

Q: Where do you source your furniture?

Where don't we source furniture? We find our unique pieces in house clearances, auctions, flea markets, antique fairs, from friends and friends-of-friends, online, distributors, brocantes, trade fairs, independent antique shops, salvage companies ... in the UK, France and from further afield.

We are constantly 'shopping' and we find inspiration everywhere.

Q: Is all your furniture original?

We endeavour to source only original furniture, leaving other companies to sell reproduction furniture. If there is ever a piece that we buy because we truly love it and that fits the 'unique, quirky, individual and quality' criteria; that we later find out is a replica, we can ensure you still won't be disappointed. We never knowingly sell replica pieces. We will tell you if we know it isn't original.

Q: What happens if I place an order and find out you no longer have it?

We make every effort to make sure our website is accurate and current. As our furniture is original, if the piece is sold before we are able to change the website to reflect this, we would be unable to fulfil your order. In this instance, regrettably we would repay you in full. BUT, we would be happy to source something similar for you and add the Monroe Avenue magic.

Q: can I commission Monroe Avenue to source some furniture for me?

We would be delighted and thrilled. Let us know on hello@monroeavenue.co.uk what you are looking for and we can discuss your brief. We will source and put your piece(s) through the Monroe Avenue transformation.

Fabrics

Q: Can I request a fabric sample?

Yes, simply send us an email at hello@monroeavenue.co.uk and state which fabric sample you would like us to send you. Simple

Q: What fabrics do you use?

We source fabric from across the United Kingdom and as far afield as Thailand and New Zealand. All of our silks are from Jim Thompson. We source from reputable and interesting suppliers and use mainly natural fabrics: wool, linen, cotton, cotton velvet and silk velvet. We count Moons, Ian Mankin, Bute and Svensson among our fabric suppliers. Some of our distressed velvets might include a synthetic mix for stability but we will always state the fabric composition in the product details.

Q: Are the fabrics you use washable?

We would recommend dry cleaning for all cushions. For all furniture upholstery, as with all fixed fabrics, careful maintenance and attention is the best medicine to preserve the beauty of your fabric. Some fabrics can be sprayed with fabric protectors to help repel dirt and any accidental spills getting absorbed into the fabric. This isn't fool-proof though and so spills should be treated promptly. To keep your upholstery in tip-top condition, it is worth having your furniture cleaned by a professional every few years.

Q. What is the best way to take care of my furniture and cushions?

There are some straightforward ways you can take care of your chairs or cushions, and you are likely to be doing this with your own furniture anyhow. Sunlight bleaches most fabric and some wood over time so to prevent fading avoid placing your chairs in direct sunlight. But the bottom line is that most fabrics fade or wear over time. Avoid placing magazines or newspapers on upholstered fabric to products any transfer of ink onto the fabric. Avoid sharp objects that might tear the fabric. Vacuum your chairs regularly to keep dust and dirt to a minimum.

Read manufacturer's instructions first before applying fabric protectors, as they vary between manufacturers and the types of fabrics they can/should be used on. Some are very good, though, and provide stain resistance and UV protection to prevent fading, so it is worth looking into the different products available.

If you do get a spill, always blot and never rub and don't use harsh chemicals. A professional cleaner might be required in order to get a uniform finish to the soiled piece.

My rule as a parent is that no one eats on my upholstered furniture – a rule applied to adults and children, and it works. The yogurt smudge is simply not a good look and incredibly hard to remove.

Cushions

Q: What cushion pads do you provide?

Wherever possible we maintain the history and integrity of the furniture and some cushions are padded with their original horsehair. If not, our cushions are generously padded with natural feathers.

All Monroe Avenue scatter cushions are sold with a feather pad.

Q: Are scatter cushions made to order?

Yes, most of our cushions are made to order, so please allow 3 weeks for delivery. We do have some lines in stock and these will take 1 week for delivery. We do offer a service of making cushions in the same fabric as your chosen chair; so do email us if this is of interest. We can make them in a range of sizes to suit your needs.

Pricing

Q: Are your prices inclusive of delivery?

Monroe Avenue prices exclude delivery charges

Health & Safety

Q: Are your chairs compliant with the Furniture and Furnishings (Fire) (Safety) Regulations 1988?

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 ¹ (as amended in 1989 ² and 1993 ³) set levels of fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery.

All furniture made before 1950, and re-upholstery of furniture made before that date, is exempt from this regulation. The fabrics and filler materials Monroe Avenue uses on furniture predating 1950 do not have fire retardant backings, sprays or interliners and do not comply with this regulation, unless specifically requested by a customer.

Cushions are exempt from this regulation.

All furniture post 1950 upholstered by Monroe Avenue adheres to the 1988 regulations.

Monroe Avenue will adhere to all fire & safety regulations as indicated by the customer, for contract furnishings.

For more information on the 1988 regulations governing upholstery, please visit:
<http://www.berr.gov.uk/files/file24685.pdf>

For our trade customers, we will provide fabrics that meet commercial regulations.

Upholstery Services

Q: Do you provide an upholstery service if I want my own piece of furniture upholstered or covered?

Yes we do and would love to add the Monroe Avenue magic to your piece. We charge a 20% management fee on the total cost of the project, including the fabric. We will only provide this service using our own fabrics.

Q: Why the charge?

We spend most of our time (and that's a lot!) as a business dedicated to sourcing and maintaining relationships with good and responsible suppliers, including upholsterers, French polishers and fabric companies. We manage the relationships between these individuals and manage your project and that is reflective in the fee.

Q: Why can't I use my own fabric?

If you would like to use your own fabric we recommend you source your own upholsterer. Our brand ingredients – original, quirky, individual, contemporary and quality – are all reflected in the materials we use and the suppliers we engage with; all which create a unique Monroe Avenue piece. We would love to provide an upholstery service for you if these qualities appeal to you.

We source fabric from across the United Kingdom and as far afield as Thailand and New Zealand. We do not mark up on the retail price of the fabric.

Delivery & Returns

Q: Where do you ship?

We currently ship only to the UK Mainland, excluding the Scottish Highlands & Islands. In 2014 we hope to extend our delivery to the Scottish Highlands & Islands and Northern Island.

Q: How much do you charge for delivering furniture?

All delivery prices are at cost. We charge £50 to deliver your furniture item. If you would like to order more than one piece of furniture please contact us at hello@monroeavenue.co.uk for a delivery quotation.

If your total order is over £2,000 we will not charge you for delivery.

Q: How much do you charge for delivering cushions?

All delivery prices are at cost. We charge £6 per cushion. Saturday delivery is £10 per cushion.

If your total order is over £2,000 we will not charge you for delivery.

Q: How long do I have to wait for delivery of my furniture?

Please allow up to 2 weeks for delivery. We outsource delivery to a handful of courier companies we have personally selected to work with. We dispatch only once payment has been received and authorised.

Q: How long do I have to wait for delivery of my cushions?

Most of our cushions are made to order so please allow 3 weeks for delivery. For cushions we have in stock, please allow one week for delivery. All cushions are delivered via Royal Mail. We dispatch only once payment has been received and authorised.

Q: Can I request a Saturday delivery for my furniture or cushions?

Yes you can! We do though charge extra - this is simply because we are charged extra.

Q: What should I do if I decide I do not like my purchase? Can I return or cancel my order?

We provide a fabric sample service and provide as much information about our products as we can in order for our customers to make an informed decision. As our furniture is original, please review all the photos carefully before purchasing as each piece will retain its individual character and characteristics from decades and centuries of use. We can send more photos if required. All measurements are approximate so if you are in doubt, please call in advance of ordering.

If you wish to cancel your order you can call us on +44 (0) 7718 825970 before the items are dispatched (see above Qs for timings). If you decide the item is not for you once you have paid, we will charge a cancellation fee of 25%. We are unable to cancel an order once the goods have been dispatched.

Q: Help! My new chair is too big for my room. It doesn't fit up the stairs. What can I do?

BEFORE you place your furniture order please check the measurements - some of our furniture is quite large and heavy. We can't unfortunately make any refunds due to furniture not fitting your room or not being able to make the curve in the stairs!

Q: My chair appears to be faulty. What should I do?

We really hope that no Monroe Avenue goods arrive faulty. We take photographs before being packaged for delivery. In the unlikely event that your product is not as it should be, please either email us at hello@monroeavenue.co.uk and include photographs or call us directly on +44 (0) 7718 825970 to discuss. Your happiness is paramount to us. If you're not happy, we're not happy.

Payments

We use the online payment gateway Stripe. Stripe has been audited by a PCI-certified auditor, and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available.

Through the Stripe Payment Gateway we accept debit and credit cards with the Visa and MasterCard brands on them, plus we accept American Express.

We also accept payments through PayPal.

Property Developers, Interior Designers

We take on commissions for developers and interior designers outfitting hotels, bars and restaurants and other commercial and residential projects.

All fabrics for these types of services will adhere to the current health & safety and fire regulations.

Please send us an email to hello@monroeavenue.co.uk outlining your project in the first instance and we will get back to you within 24 hours. Alternatively, please call us on +44 (0) 7718 825970.