

SIMONJAMES DESIGN.

FAQ Sofas

Q: What fabrics can this sofa be upholstered in?

A: We have an extensive range of quality fabric and leather swatches here at the showroom for you to view, some of these are listed in the Further Fabric Suggestions. We have a selection of fabrics we recommend for each design based on the sofa form, construction and cushion detailing. If there was a particular fabric type or colour you wanted, we can look at sourcing this through one of our fabric suppliers. Additionally, you can source and supply your own fabric, as long as it has been approved to work on the design you are considering by Simon James Design.

Q: Can Simon James sofas be customised?

A: Most of our designs come in a number of different sizes and modular options, allowing for multiple configurations suitable for most living spaces. If none of these options suit your space requirements we can customise the depth or width of a sofa design. Please note this may not be possible on all products depending on the design. There is also an additional cost and longer lead time for this bespoke service.

Q: Where is this sofa made?

A: All Simon James sofas are made in New Zealand.

Q: What does the purchasing process involve?

A: As sofas are predominately made to order we require a 40% deposit in order to proceed with production. We then require the balance prior to dispatching the sofa.

Q: How long will it take for my sofa to be made?

A: We hold a small selection of sofas in stock. If your sofa is being made lead times will vary depending on fabric availability, usually this sits at 10 weeks for residential upholstery with no fabric delays.

These lead times are subject to change through November / December; each year we have a pre-Christmas cut-off date to ensure delivery before the 24th of December. Please note our showroom and factory close for three weeks over the Christmas period and lead times for February and March will reflect this.

Q: I live out of Auckland, can I have my sofa delivered?

A: We can deliver anywhere in New Zealand. We work in partnership with a range of freight carriers to insure safe and timely delivery. We can quote the cost of delivery before purchasing.

Q: Will the sun cause the fabric on my sofa to fade?

A: The likelihood of your fabric fading over time depends on the UV Blue Scale rating on the particular fabric you have chosen. If your sofa is placed next to a window in full sun, we always recommend UV protection film on your windows.

Q: How can I look after my sofa?

A: Maintain your upholstery by vacuuming it regularly with a soft upholstery attachment. Try to avoid spot cleaning, but if necessary gently blotting the spot with a paper towel or clean white cloth. We can recommend an upholstery cleaning specialist (sofa cleaner) if required. All Simon James sofas with feather cushioning are stitched to prevent the feather fill sagging; however, it is still important that all cushions, no matter what their composition, are regularly turned and plumped to ensure that they retain their shape. More details on how to care for your sofa can be found in the 'Care Instructions' section above.

Q: How long is my sofa under warranty?

A: We have a 10 year guarantee on sofa frames, the guarantee on upholstery is at the discretion of the fabric house.

Please don't hesitate to call or email us with any questions you might have.

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