

Downtown

HOME | FASHION | GARDEN

Home Interiors

Buying from Downtown has never been easier, and for over 200 years, shoppers have trusted Downtown to deliver quality products at competitive prices with an unmatched level of customer service.

In this guide you will find all you need to know regarding

- **Our home interiors products delivery and installation.**
- **Including curtains, blinds and carpet delivery.**
- **Installation and caring for your furniture.**

Caring for Furniture & Carpets

At Downtown we pride ourselves on not only offering a wide range of beautiful high quality furniture and furnishings, but also the very best after sales service. To help you get the most from your new furniture and furnishings, we have put together this short care guide and some advice in the event of an accident.

Furniture

Furniture Finishes

Resistance to abrasion and spills can vary depending on the finish, and wood's natural structure creates variances in wood grain, pattern and shades. The colour of the veneer or the finish can also affect the appearance, with very light or dark finishes tending to show any minor imperfections. Most woods lighten, or darken, over time, this will be more noticeable on unexposed parts of your furniture e.g. table leaves.

How to Avoid Damage to your Furniture

Avoid placing your furniture next to heat sources as the changing temperature can result in cracks and distortion. Protect the surface of your furniture from hot items such as plates and hot mugs and wipe any spills immediately.

Don't overload drawers and shelves as this can cause permanent distortion of your furniture.

Wood and Veneer Maintenance

Wipe with a slightly damp cloth and a small amount of mild non-abrasive detergent. Avoid using silicone based spray polishes and wax, as these may cause smears and small colour patches on matt surfaces, and wax build up is difficult to remove.

We recommend that the use of a wax-free cleaner polish, available from Downtown, is used every three months to maintain the natural beauty of your furniture.

Oiled Oak Maintenance

To maintain your oiled oak furniture in perfect condition, once a month for three months you should apply a thin coat of furniture oil with a lint free cloth and then once a year should be sufficient to maintain the soft oil finish.

Marble Maintenance

Marble can retain its attractive appearance for thousands of years; however, it is vulnerable to hard knocks and scratches to the edges. Use a mild soap solution to wash the surface of the marble and do not expose your marble furniture to solvents such as thinners or acids.

Mattress Care

Your mattress may have compressed slightly during transportation, this is perfectly normal and it will soon resume its natural shape and size. Once unwrapped, leave the mattress uncovered for a few hours to let it breathe. You may notice a slight odour after the mattress has been taken out of its packaging, this is due to the fillings and is no cause for concern. Any smell will dissipate once the mattress has been well aired.

Some mattresses may need turning and/or rotating periodically. Please refer to manufacturers instructions.

We strongly recommend the use of a good mattress protector to protect your new mattress from spills and stains. Our team can advise on options.

Upholstery

The performance of all fabrics can be improved by carefully vacuuming or brushing once a week. Regular reversing and vigorous plumping of your cushions will minimise creasing and help maintain their shape. Chenille and velvet have a tendency to show pressure marks and creases. This tends to be more noticeable when sunlight is reflected on the arms, seats and inside backs of your upholstery. This is a natural characteristic and does not affect the durability of the fabric. Prolonged exposure to sunlight may cause permanent fading.

Sitting on the front edge of seats or arms will cause premature wear to your upholstery. Allowing children to jump on your upholstery will also cause damage. If you spill anything on your upholstery, it is essential that you remove it as quickly as possible.

Care for Leather

Each week wipe with a detergent free damp cloth. We recommend that surface coated hides have an application of hide polish every three months. If you have any doubts about the type of your leather, please contact our Customer Services Team on 03452 505502

Leather is a natural product with differences in colour, marks in the folds of the skin, insect bites, scars and shading. When used, wrinkles and creases will form, this is a natural characteristic of leather, giving your suite a comfortable appearance.

Carpets

Carpets - General Tips

Long tufts

If you find stray tufts sticking out from your carpet, do not pull them out. Use scissors to cut them down to the level of the surrounding pile.

Pilling

Can occur in carpets made from a blend of fibres. Simply remove 'pills' with scissors, this will not make your carpet any less durable or hardwearing.

Shedding

For the first few months after your new carpet has been laid, short pieces of fibre will work loose from the pile. This is normal and does not mean that there is a defect in the carpet.

Shading

You may notice light and dark patches appearing on your carpet soon after it has been laid. This effect is most noticeable on cut pile carpets, particularly plain velvet. Again, this is normal and not a sign of wear or a defect.

Pile Reversal

This phenomenon is difficult, if not impossible, to predict or prevent, creating a permanent change in the carpet's appearance caused by the way light reflects off the yarn. Pile reversal is not a manufacturing defect and does not affect the durability of the carpet. It is not possible to assure that pile reversal will not develop in any carpet.

Vacuum Cleaning your Carpet

Your new carpet can be vacuum cleaned as soon as it has been laid. Regular vacuuming, will help to maintain its appearance by removing the dirt and grit that collects at the base of the tufts. It also helps to keep the tufts upright which keeps the colours rich and bright.

Loop pile carpets, such as berbers, should be vacuumed using the suction head only. Beater heads and brushes can give your carpet a hairy or felted look.

Cleaning Rugs

Remove dust and dirt from your rug by laying it pile-side down on the floor. Then beat the hessian back and vacuum up the dust. Do not hang the rug on the line to beat or shake it, as this can fray the fringes or loosen the edges.

Removing Stains

If you spill anything on your carpet, deal with it immediately to minimise the risk of permanent staining. The cleaning method you use will depend on what has been spilt. Always treat your carpet gently and do not rub the stain as this can permanently damage the pile.

Types of Spills...

Water

- If your carpet is not excessively wet and the water is clean, blot as much as you can with a light-coloured tissue and dry the carpet as quickly as possible.
- If the carpet is saturated - eg. after a burst pipe - mop up the water and consult a professional carpet cleaner as soon as possible.

Water-based stains such as tea, coffee and wine

- Blot water-based stains with a light-coloured tissue and remove semi-solid substances with a plastic spatula.
- Sponge the affected area with a solution of 50/50 white vinegar/warm water. Do not use too much.
- Gently blot the damp area with a tissue, working from the outside in to the middle of the stain.

Oil-Based Paint

- Blot spilt paint with an absorbent tissue.
- Clean with a cloth moistened with white spirit - do not use too much.
- Once you have removed the paint, dab the area with diluted carpet shampoo on a clean white cloth.
- Blot - apply clean water - blot again - leave to dry.
- Finally, brush the affected area in the direction of the pile.

Fading

All carpets are subject to the possibility of fading in sunlight. Carpets fitted in rooms with large windows or patio doors can be protected by drawing curtains or blinds, avoiding the possibility of excess fading.

Indentations

Table legs or furniture castors can cause unsightly indentations to a carpet. This can be lessened if you place protective cups under the furniture. Should you move an item of furniture which leaves an indent you could try the following:

- For a synthetic carpet, gently tease the edges from the centre of the indent with the edge of a coin to allow the pile to re-form.
- For a wool carpet, moisten the indent with an ice cube enabling the fibre to swell and fill the hollow.

Downtown for the perfect Curtains and Blinds

Our huge range of made-to-measure blinds and curtains offers a variety of solutions and styles to suit any home. See the impressive choice of leading brand fabrics in-store and discuss your specific requirements with our in-house experts to experience our great value service

Curtains

Simply browse our wide range of beautiful fabrics in-store at Downtown Grantham and Downtown Boston and let our team guide you through all the different service levels and products available.

Have you considered how your headers should look?

Eyelet Curtains

Explore our fabulous range of elegant and contemporary eyelet curtains.



Pencil Pleat Curtains

With a tightly gathered header and flowing fabric folds, pencil pleat curtains create a luxurious yet casual look at the window.



Pinch Pleat Curtains

An elegant header that is highly decorative, drawing together lots of fabric into a tightly gathered and stitched pleat.



Blinds

Made-to-measure blinds are a simple way to transform any room. Our huge range is quality tested and includes Roller blinds with their sleek and simple lines, Roman Blinds combining the sleek functionality of blinds with the style status of curtains and Venetian blinds which are lightweight and easy to clean. For a sheer, contemporary look consider Vision blinds and Pleated or Vertical blinds as a cost effective solution.

Ready-Made

Select from our extensive choice of ready-to-go curtains in a wide range of standard sizes, great colours and textures, and a choice of linings. Want that finishing touch today?

Our ready-mades are simple, easy and quick to fit, so your room looks great – in an instant.

Ready Made Curtains – Imperial/metric conversion chart

Width	Drop.	Width.
46" x	54"	117cm x 137cm
46" x	72"	117cm x 183cm
46" x	90"	117cm x 229cm
66" x	54"	168cm x 137cm
66" x	72"	168cm x 183cm
66" x	90"	168cm x 229cm
90" x	54"	229cm x 137cm
90" x	72"	229cm x 183cm
90" x	90"	229cm x 229cm
90" x	108"	229cm x 274cm

Custom Made-to-Measure



We'll help you transform the look of your room with our made-to-measure curtains, blinds and accessories. Simply select a fabric from our extensive fabric choices, then ask our expert team about the best lining and headings to complete your look.

Made for you in 3-4 weeks.

Express Made-to-Measure



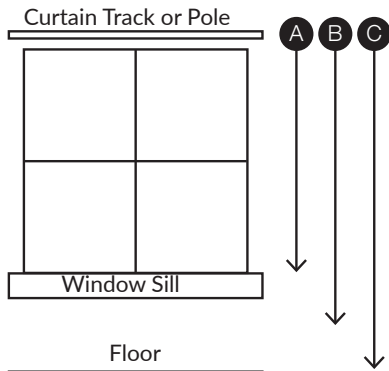
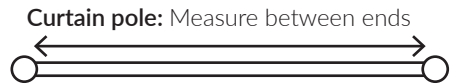
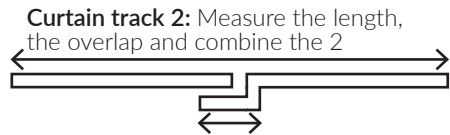
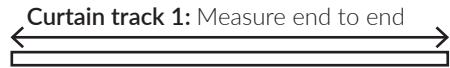
Our great value, made-to-measure curtains, blinds and accessories are all made in the UK. Select a fabric from our ranges of plain, patterned, floral and stripes. Choosing from 5 heading styles and 5 styles of lining, Express products can be with you quickly - in approximately 7 – 10 working days.

Measuring your windows for curtains and blinds

Important points before you begin:

- Always use a metal measuring tape for greater accuracy
- Always give your measurements in centimetres
- Fit the track or pole approximately 15cm to 30cm either side of the window and 12cm to 15cm above the window recess
- Make a note of the measurements as you go along

How to measure for width:



How to measure for length:

Always measure at least 3 points along the track or pole, as floors and sills are rarely level.

If you have a radiator beneath the window, ensure the curtains will finish 2cm above the radiator in order to enable heat to enter the room. To avoid curtains dragging on the floor or sill, we recommend you use the shortest of these 3 measurements.

A = Sill Length 1cm above the window sill

B = Below Sill Length 15-20cm below the window sill or 2cm above the radiator

C = Full Length 1cm above the floor

Pencil Pleat and Pinch Pleat Headings: When measuring a curtain track, measure from the top of the track to where the curtain is to finish. When using a curtain pole, measure from the underside of the decorative ring to where you want the curtain to finish.

Eyelet heading: The inner edge of the eyelet is set down 3cm from the top of the curtain. Measure from the top of the pole to the finished length.

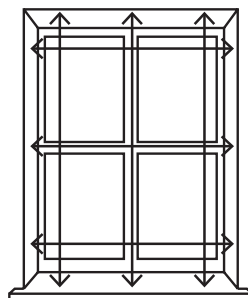
Blinds

Blinds may be fitted either inside or outside the window recess. If a blind is being fitted inside a recess, please quote 'recess size' and we will make an adjustment for a perfect fit at the time of manufacture. If a blind is being fitted outside a recess, please quote 'blind size' and the blind will then be manufactured to the size quoted. If more than one blind is being fitted on the window, please quote the size of each individual blind rather than the overall recess size.

Firstly, you need to decide whether you want your blind to be fitted inside or outside the window recess.

Your blind **MUST** be fitted **OUTSIDE** of the recess if:

- It is less than 7.5cm (75mm deep),
- The window opens inwards
- The window is not straight (more than 20mm variation).



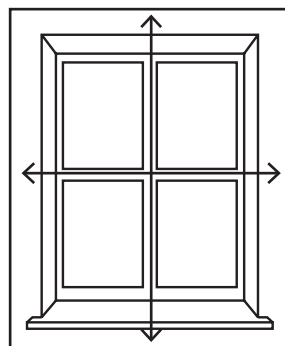
Measuring the window recess

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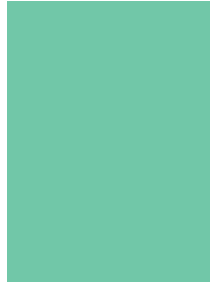
- Always use a metal tape measure and measure in centimetres
- Measure the width and the drop in at least 3 positions, taking account of any protrusion such as tiles and dado rails
- Make a note of the smallest width and drop measure
- Please quote width and drop size, stating 'recess size' on the order form

Measuring the outside of a window recess

- Always use a metal tape measure and measure in centimetres
- If the blind is being fitted outside the recess, allow the blind to extend approximately 5-20cm (50-100mm) either side and 5-10cm (50-100mm) above and below the window
- Make a note of the required width and drop measurement



Measuring outside the window recess



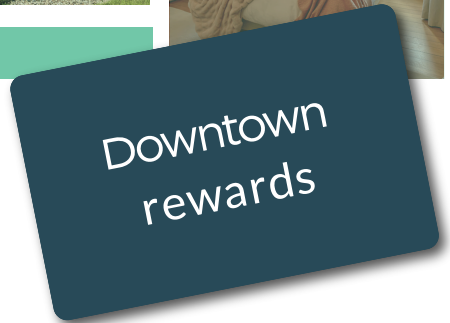
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Downtown, Gonerby Moor, Grantham,
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