

# ACCESS GUIDE

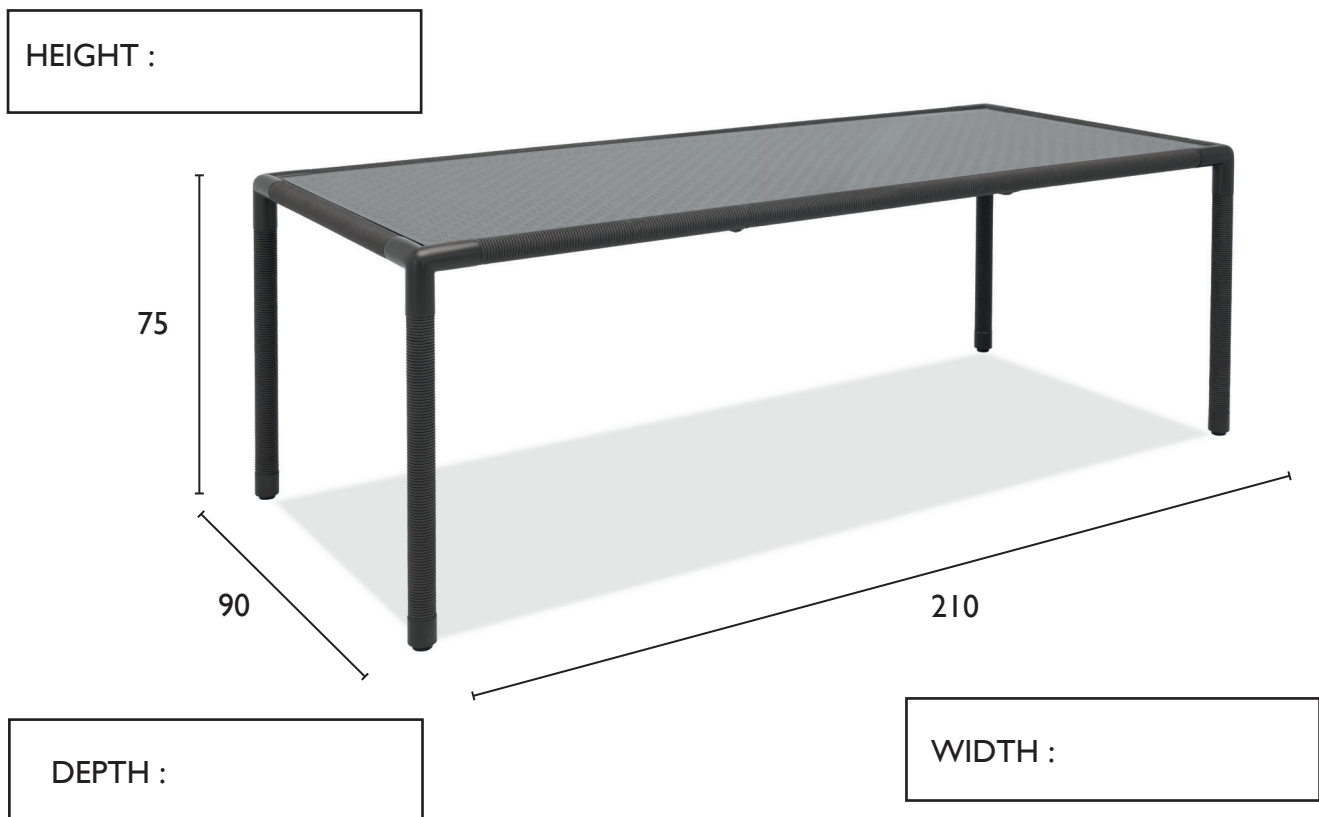
Here is a quick 3 step guide to make sure delivery of your new outdoor furniture goes ahead without a hitch.

This can be printed and used as a checklist if required.

## STEP ONE

Find the furniture dimensions. This can be found on our website in the **Key Information** of the product page.

You will need this for the next step.



## STEP TWO

### CHECK ACCESS TO YOUR OUTDOOR SPACE.

Our delivery team will place your furniture in its desired location, so it's important to check the route through, or around, your property.



## GATES



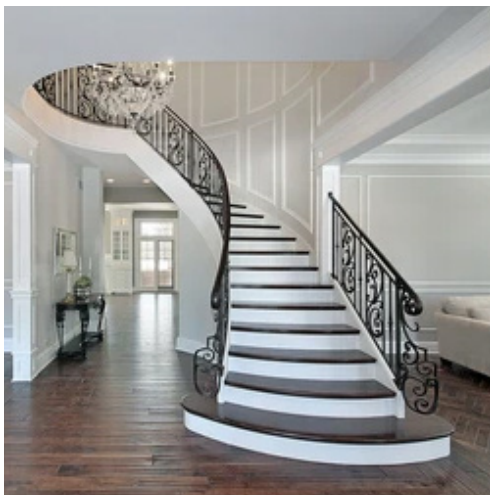
With the gate fully open, measure the width with from the narrowest part of the frame. The height or depth of the furniture needs to be smaller than the width of the gate. Ensure the route is clear of obstructions.



## DOORWAYS



With the door fully open, measure the height and width with from the narrowest part of the frame. The height and depth of the furniture needs to be smaller than the height and width of the door. Ensure doorways are clear of obstructions.



## STAIRWELLS



Measure the width of the stairwell at its narrowest point, this must be greater than the height of your furniture. Also consider any bannisters or hand rails when measuring. Then, measure the height, width and depth of any landings, making sure the space is larger than the piece of furniture.

## STEP TWO CONTINUED.



### LIFTS



Measure the width and height of the lift entrance, ensuring these dimensions are smaller than the height and width of the furniture. Now, measure the inside of the lift, checking there is suitable room for the full piece to fit. Ensure there is proper space in the entryway to the lift, as well as checking any hallways or fixtures that may get in the way.



### HALLWAYS



Measure the height and width of any hallways at their narrowest points. The hall dimensions must be larger than that of the furniture. Please take into consideration any corners that the piece needs to manoeuvre through, along with any varying ceiling heights.



### ROOF TERRACES

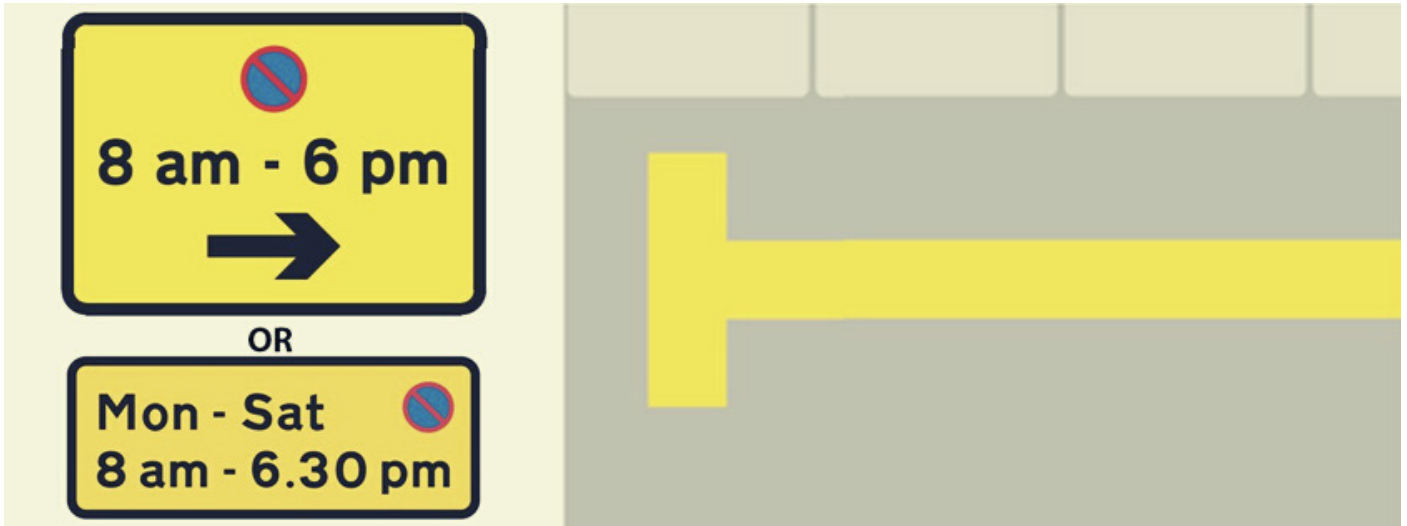


Roof terraces are often hardest to reach, with access usually via a lift or stairs. Any stairwells or lifts must be measured to ensure your chosen furniture will fit. Crane hire could be an option for certain properties if access is an issue. (This would not be included, however we can arrange this at an additional cost).

## STEP THREE

### CHECK PARKING.

Please notify us of any restrictions beforehand.



**ONCE THESE STEPS ARE COMPLETED, YOU'RE READY TO GO.**

Kindly note, our team will not risk causing harm to themselves or your property during delivery.

If there is not suitable access, delivery will not take place and your order will return to our warehouse at a cost of £100.

We offer a 'white glove service' for UK furniture deliveries\*.

This means we will unpack and place your furniture, then take away the packaging to be recycled.

\*Excludes Highlands & Islands

**Please visit our website or call our dedicated sales team on  
+44 (0)20 8675 4808 to place your order.**

If you discover any access issues, please contact us and we will happily assist with possible solutions or alternative options.