



**Dear Reps and Partners,**

**Please take note of the following.**

We would like to share with you how Velvets leave our factory and how they should arrive at your premises.

The roll of Velvet is suspended in a specially designed box and does not touch any of the sides.

Every roll in our warehouse is stored on special shelving to ensure each box is fully supported. After securing the boxes with appropriate straps, a special machine seals each pallet with a protecting film. Branded tape and specific handling instructions are placed on the sides of the pallet/boxes.

All boxes leave **thesign** in perfect condition either by plane, by ship or by truck. Any damage during transportation is something beyond our control.

When the box(es) arrive at your warehouse, we recommend to carefully inspect the condition of the box(es) / the pallet(s) to ensure they are shrink wrapped. It is recommended to inspect the condition of each box carefully.

If the boxes arrive standing instead of horizontal, then please sign with a reserve saying they have not been inspected and you feel the goods could possibly be damaged. Document with photos whenever possible.

**Assessing any damage:**

Do you see wrinkles radiating close to the selvedge? This is the most common damage to the Velvet during transit and it occurs when the pieces/boxes are stood on their ends. The weight of the piece in itself is sufficient to crush the end of the roll.

Do you see an imprinting on the velvet? This is another common example of damage to the Velvet and it appears when the box has been hit by something.

Do you see crease marks in the centre of the fabric? This can be caused by one end of the box being dropped and breaking the tube in the middle.

**Handling:**

Please take care to ensure the boxes are placed on shelves at least as long as the box itself. Also make sure to store them inside the box while waiting for production/installation. Never lay the rolls down without suspending them in a box and, more importantly, do not lay loose rolls on top of each other as this will compress the pile and result in pressure marks.

All rolls should be handled by two people.

Please do not unroll the full piece unless it is necessary. If you do it is important you re-roll it.

If your velvet gets damaged and the pressure marks are not extreme, try to suspend it on a special rack or lay it on a flat surface allowing the air to help the Velvet to 'breathe'. You can also steam it on the back without directly touching the fabric.

Don't hesitate to contact us if you have additional questions.