



Company Policy Statement

Service

It is our policy to give a personal, prompt and totally reliable service. Promises will be kept and delivery deadlines will be adhered to as closely as possible. Any variance to stated conditions would be mutually agreed, as far as possible in accordance with the client's requirements.

Quality

Hitch Mylius Limited is committed to producing upholstered furniture of the highest calibre in terms of design, materials and workmanship. Generally accepted industry standards and customers' specific requirements are adhered to as a matter of course.

Safety standards

Our products meet all relevant Fire Safety Legislation in accordance with BS 5852 Parts 1 and 2, and BS EN 1021-1+2:1994, and BS 7176 standard for contract upholstery. All foams are CMHR. All glass tabletops are toughened.

Guarantee

Hitch Mylius offers a 5-year guarantee against defects in materials and workmanship subject to normal usage and excluding any defects in the covering material (which will normally be guaranteed by the manufacturer/supplier thereof). Any remedial measures will be undertaken quickly and efficiently within a mutually agreed time-frame to suit as far as possible the convenience of the client. Hitch Mylius offers 10 years continuity of supply.

Quality Control

Raw materials and components supplied by sub-contractors are checked on receipt for compliance with our specification. Products are checked for quality standards throughout the manufacturing process, and prior to packing. All goods are packaged appropriately for transportation, including complete wrapping in heavy-duty polythene, and cardboard cartons for smaller chairs. All packages are labelled with customer details and order number.

Logistics

Transportation and installation is carried out either by company staff in our own vehicles, or by carefully vetted outside carriers. Extreme care is taken to ensure that orders are delivered in perfect condition, and, when on-site deliveries are requested, that they are unwrapped, placed in position and all packaging removed.

For any further information please contact us on 020 8443 2616, or email info@hitchmylius.co.uk.

January 2016