### WEST ELM FURNITURE GUIDE





### LORIMER COLLECTION

- > solid wood legs with chocolate-stained finish
- > comfortable polyurethane foam cushion core
- > loose seat cushion
- > collection is available in individual pieces or sets
- > assembled in the USA
- > assembled upon arrival via in-home delivery

#### **A | SOFA** 81"w x 35"d x 31"h

box dimensions 83"w x 40"d x 37"h; grade A \$999 grade B \$1099 grade C \$1199 grade D \$1299 B | ONE-ARM SOFA (Lorg) 68"w x 35"d x 31"h box dimensions 93"w x 40"d x 37"h; *grade A* \$899 *grade B* \$999 *grade C* \$1099 *grade D* \$1199 Can \$1079

C | ONE-ARM CHAISE (LorR) 65.5"w x 39"d x 31"h box dimensions 93"w x 40"d x 37"h; *grade A* \$899 *grade B* \$999 *grade C* \$1099 *grade D* \$1199 Can \$1079

**D** | **CORNER UNIT** 35"w x 35"d x 31"h box dimensions 83"w x 40"d x 37"h; *grade A* \$599 *grade B* \$649 *grade C* \$699 *grade D* \$749 Can \$719 E | SINGLE UNIT 30"w x 35"d x 31"h box dimensions 40"w x 40"d x 37"h *grade A* \$549 *grade B* \$599 *grade C* \$649 *grade D* \$699 Can \$659

#### STOCK FABRIC



### WEST ELM FABRIC OPTIONS

## **SPECIAL ORDER UPHOLSTERY**

Our special order program lets you customize many upholstered items in more than 65 solid and printed fabrics. First, pick your piece, then choose your upholstery—from soft, durable performance velvets and faux suedes to pebbly linen weaves and earthy cotton blends. We'll build your furniture and deliver it to your door; all special order fabrics arrive in eight to 10 weeks. Want to see a few swatches before you commit? We'll send you those for free. Call 1.888.922.4119 or send an email to customerservice@westelm.com.

### A GRADE A FABRICS

#### 1 | PERFORMANCE VELVET

- 100% polyester. Dry clean or spot clean 2 | MARLED MICROFIBER
- 100% polyester. Dry clean or spot clean
- 3 | FAUX SUEDE 100% polyester. Dry clean or spot clean
- 4 | BASKETWEAVE 100% polvester. Dry clean or spot clean
- 5 | MICROSUEDE
  - 100% polyester. Dry clean or spot clean

### **B** GRADE B FABRICS

### 1 | PEBBLE WEAVE

32% acrylic/28% cotton/26% polyester/14% linen. Dry clean or spot clean

- 2 | LINEN WEAVE 69% polyester/18% linen/11% rayon/2% other. Dry clean or spot clean
- 3 | BRUSHED HEATHERED COTTON 100% cotton. Dry clean or spot clean
- 4 | LINEN BLEND 64% polyester/30% linen/6% other. Dry clean or snot clean
- 5 | VARIEGATED STRIPE
  59% cotton/41% polyester. Dry clean or spot clean

## **C** GRADE C FABRICS

#### 1 | PRINTS

Allegra Hicks Palm and Painted Stripe Gravel 100% cotton, all other prints 89% cotton / 11% rayon. Dry clean or spot clean.

2 | CHUNKY BASKETWEAVE 62% polyester/38% cotton. Dry clean or spot clean

### GRADE D FABRICS

#### 1 | HEATHERED WOOL

50% wool/30% polyester/20% viscose. Dry clean or spot clean

## UPHOLSTERED FURNITURE FACTS + CONSTRUCTION MATERIALS

### QUALITY CONSTRUCTION

Many of our upholstered collections are constructed in the USA. One of the factories we use for special order pieces is Sutter Street, our Hickory, North Carolina manufacturer. Our master upholsterers take great pride in producing the finest furniture possible. Each piece is made by hand, and we use green materials whenever possible.

### ADDITIONAL STRENGTH

All west elm upholstered furniture is glued, screwed, corner-blocked and stapled for additional strength.

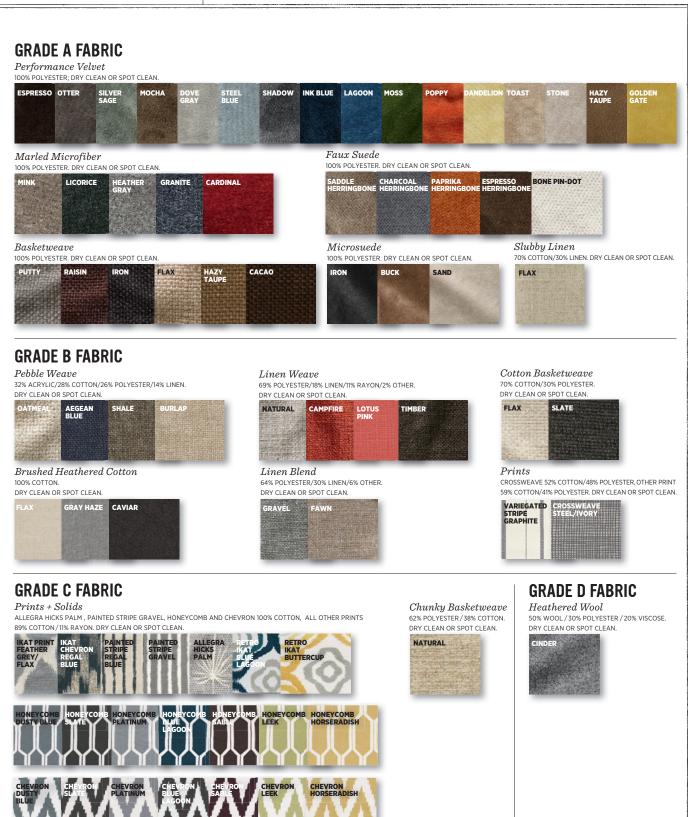
### **TOP-GRAIN LEATHER**

We use the finest quality top-grain leather. Top-grain leather comes from the uppermost layer of a hide—the highest quality part. No two pieces look exactly the same, given that leather is a natural product.

#### IN-STOCK LEATHER ASSORTMENT



### WEST ELM FABRIC OPTIONS continued



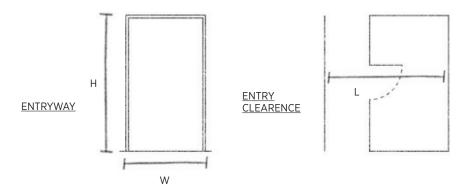
### WEST ELM GUIDE FOR SUCCESSFUL FURNITURE DELIVERY

## HOW TO MEASURE FOR DELIVERY

#### MEASURE YOUR DOORWAY

Before you've selected your new furniture, it's important to be sure that it can be delivered through all entryways, elevators and stairways. Here are a few tips to get you started:

1. Measure the height (H) and width (W) of your entryway, including elevator doors and interior hallways, doorways and stairs. Also, measure the total length (L) of clearance between the outside and interior wall.

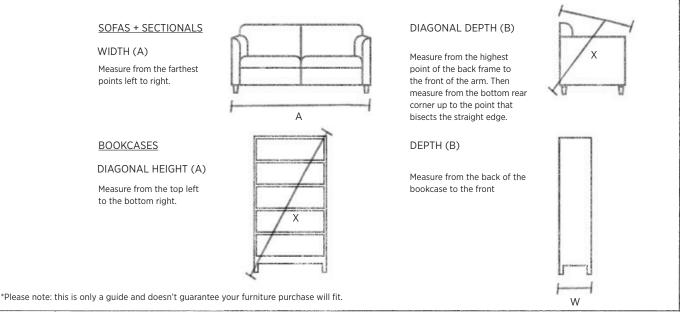


2. Use the furniture measurements to determine whether the piece can go straight through the entryway, at an angle or on-end.

3. Make sure there's a clear and unobstructed path in front of and beyond each doorway. Make note of any fixtures, decorative moldings, interior walls, ceiling heights, stairwells and banisters that may pose an obstacle once the furniture is inside.

### MAKE SURE IT FITS

Make sure your furniture does not exceed the entry clearance.\* We provide the width, depth and height of our furniture online and in our stores (measurements are calculated from each piece's widest or tallest point). Some pieces have removable legs, feet or bases, enabling delivery through smaller spaces. For additional details, ask a store associate or call customer care at 1.888.922.4119.



## SHIPPING INFORMATION

### QUICK SHIP

Quick Ship fabric items receive delivery within 1 to 3 weeks.

### SPECIAL ORDER

Special order fabric (SPO) items receive delivery in 8 to 10 weeks and are non-refundable.

### **IN-HOME DELIVERY**

Items identified as part of our In-Home Delivery service are shipped via standard ground service and delivered by appointment.

# **IN-HOME DELIVERY + ASSEMBLY**

Our In-Home Delivery team ensures that your furniture arrives safely in your home. A representative will call to schedule an appointment within a four-hour window. Deliveries are made Monday – Friday; Saturday delivery is available in limited areas. Prior to the final delivery to your home, most items will be removed from their packaging, inspected and "blanket-wrapped". On the day of, your purchase will be carried up most standard staircases, brought into your home and placed in the room of your choice. Our team will then unpack and assemble these pieces and remove all packaging materials. Available in the 48 contiguous states only.

# LOCAL DELIVERY

Some furniture is stocked at your local west elm store and available to take home immediately. Our Sales Associates can arrange delivery of these items via a local delivery service.

## STANDARD SHIPPING + PROCESSING

Shipping and processing charges cover the processing of your order, handling, packing and delivering your purchases and covering related overhead. Standard shipping fees outlined below do not include Delivery Surcharge or taxes. For more details, call 866.937.8356 or see Shipping Information at westelm.com for details.

FOR ORDERS TOTALING	INCLUDE
up to \$15.00	\$4.95
\$15.01 - 25.00	\$6.00
\$25.01 - 45.00	\$8.00
\$45.01 - 65.00	\$11.00
\$65.01 - 90.00	\$14.00
\$90.01 - 125.00	\$17.00
\$125.01 - 200.00	\$21.00
\$200.01+	ADD 10% of total

# **DELIVERY SURCHARGE (\$)**

Because furniture items are bulky, heavy and may have limited availability, these items have a delivery surcharge. This charge is listed in parentheses (\$) after the item price and is in addition to the standard shipping and processing charges listed above.

# SALES TAX

Sales tax on the merchandise total is charged for items shipped to the following states and U.S. territories: AL\*, AR\*, AZ, CA\*, CO\*, CT\*, DC\*, FL\*, GA\*, HI\*, IA, ID, IL\*, IN\*, KS\*, KY\*, LA\*, MA, MD\*, ME\*, MI\*, MN\*, MO\*, MS\*, NC\*, ND\*, NE\*, NJ\*, NM\*, NV\*, NY\*, OH\*, OK, PA\*, RI\*, SC\*, SD\*, TN\*, TX\*, UT, VA\*, VT\*, WA\*, WI\*, WV\*, WY and Puerto Rico\*. Sales tax is also charged on all shipping, delivery and processing charges for states with an asterisk. Except as otherwise noted, all sales are made by Williams-Sonoma DTC, Inc., and the local sales tax for delivery destination is also charged. In Canada and Puerto Rico, retail prices may vary from those listed in our catalog and on our website. All sales shipped to Texas locations are made by Williams-Sonoma DTC Texas, Inc., and the sales tax is based on the location where the order was received. Sales tax for items shipped to California locations are F.O.B. destination point which means title passes in California.

# **SATISFACTION GUARANTEED**

We take pride in our products and want you to be happy. You may return most items within 30 days of receiving the order for a full refund of merchandise cost. After 30 days, we will replace or refund your purchase against manufacturer's defects only. Price adjustments are granted within 14 days of purchase. Please note that final sale items ending in .99 are not eligible for price adjustments and that we cannot accept returns on final-sale merchandise, special order items or on items damaged through normal wear and tear.

### QUESTIONS

For more info, contact us seven days a week, 7:00 am-midnight (EST), at 1.888.922.4119 or send an email to customerservice@westelm.com.