



Catalano

How we deliver.





SUCCESSFUL FURNITURE DELIVERY

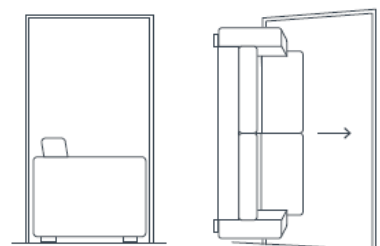
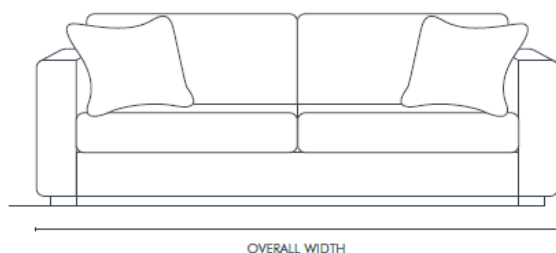
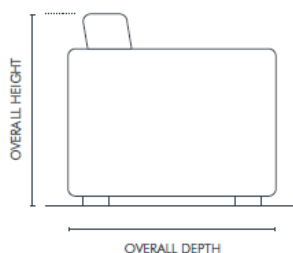
Catalano's STEP-BY-STEP GUIDE TO A SUCCESSFUL FURNITURE DELIVERY

To ensure your new purchases arrive in excellent condition, Catalano employs furniture transport specialists. However, to guarantee a smooth delivery and (if requested) installation, your assistance is also needed! Just as determining the appropriate scale of furniture for your floorplan is important, it's equally crucial to ensure your selected items can physically pass through the gates, doorways, lifts, stairwells, and hallways of your home. But this doesn't have to be a hassle. All you need is a tape measure and a bit of pre-planning.

Use this step-by-step measuring guide to confirm that the furniture you choose will fit into your house or apartment.

1. SELECT THE RIGHT SIZE ITEM

Measure the width, depth, and height of each piece of furniture you plan to order. These dimensions are available on our website. Ensure the depth of the furniture is less than the width of any doorways or hallways it will need to pass through. If the piece is too wide, consider if its height and width will allow it to fit through.



FURNITURE MEASUREMENTS EXPLAINED

Our furniture size measurements consider all overhangs, angles, outward curves and arms

DEPTH The deepest points of the product from the back to the front

HEIGHT The distance from the floor to the tallest point of the product

WIDTH The largest distance from the left edge to the right edge of the product (or the full circumference)

MY FURNITURE MEASUREMENTS

WIDTH

DEPTH

HEIGHT



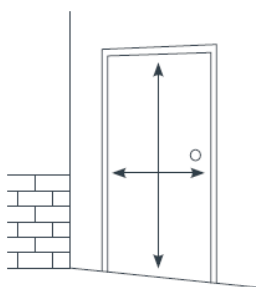
2. MEASURE ROOM DIMENSIONS

Measure the room where your furniture will be placed. If you're working with a design professional, they can assist you in creating a floorplan. Alternatively, you can create a visual reference by marking the placement of the piece(s) with removable masking tape on hard floors or a large paper stencil on carpets. Remember to account for enough space to move comfortably around the furniture.

3. CHECK THE DELIVERY PATH

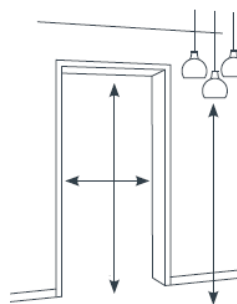
Identify the best route from outside your home to the room where your furniture will be placed. Measure every doorway, lift, staircase, and hallway the item will pass through. For apartment buildings or homes with lifts, measure the lift opening, interior height, and distance to the opposite wall. Also, measure entry clearances—the distance between the doorway and the opposite wall—in case the furniture needs to turn a corner. Compare these measurements with the dimensions of your new furniture to ensure our delivery professionals can navigate through entryways and around obstacles.

DOORWAYS



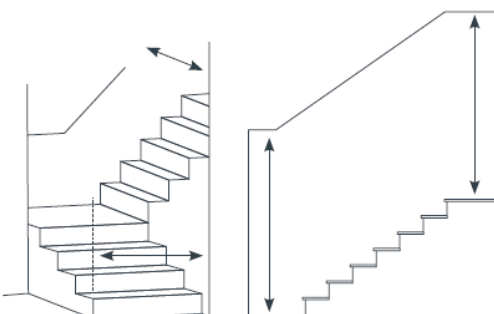
- Measure the interior width and height of all doorways
- Check door opening widths
- Check for any architectural details that may affect access

HALLWAYS



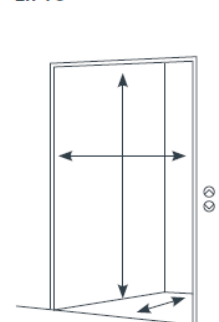
- Measure the width of hallways, taking into account any twists or turns
- Check for any architectural details and low-hanging fixtures that may affect access

STAIRS



- Measure your stairway width, taking into account any handrails or posts
- Measure the height from the top and bottom steps to the ceiling
- Make sure the item can fit on and around landings

LIFTS



- If your building has a lift, measure the width, height and depth of the lift's interior and the size of its door opening



DELIVERY ARRANGEMENTS

When finalizing your order with our Sales team or online, you will be asked to specify whether you need delivery only or delivery with installation service. You will also need to declare any special requirements that might pose challenges for our delivery team, such as truck parking availability and time limits, gated entry access, narrow roads and driveways, stairs, and lift access or services. This information is crucial for our transport team to plan effectively.

Our team will discuss an approximate delivery date with you when you place your order and request on-site contact information. You will then be contacted by the Catalano team to provide the estimated arrival time of your goods and the next steps.

WHAT TO EXPECT ON DELIVERY DAY

Catalano employs experienced white glove furniture delivery specialists to ensure your new furniture is handled with care. If you have booked delivery only, the box(es) will be placed in the room of your choice. If you have booked delivery and installation, the transport team will unbox and assemble the relevant items in the room(s) of your choice and remove all packaging and rubbish from the premises. Please note that our delivery professionals are not permitted to move existing furniture, set up electrical equipment, or remove doors from hinges.

Before our delivery team arrives, please prepare your home by:

- Clearing a path, moving any furniture, artwork, or lighting that may be in the way
- Setting existing rugs in place
- Confining pets to another room or outdoors

Please Note:

- Delivery professionals are not permitted to move your existing furniture.
- A licensed electrical contractor is required to install ceiling pendants.
- Contact a registered builder to hang mirrors or attach furniture to walls.
- Please inspect the goods before the transport team's departure. You will be asked to sign for receipt of the products before the team leaves your home.

IMPORTANT

It is the recipient's responsibility to ensure the new furniture will fit through access points and into the home. Failure to communicate the special requirements of your home or location during the order process may result in the transport team having to abort the delivery, which will incur a cost to the recipient.