Although our furniture is quality checked at the factory for fit, function and appearance before shipping, it still requires adjustments once it has been placed into its final position with installed components. We make every effort to safeguard your pieces from shipping damage and ensure that the installation crew attempts to prevent handling damage. However, a touch-up kit is provided to repair minor dings that do occur.

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WHEN THE TRUCK ARRIVES:
All shipping is FOB factory. All trailers are sealed and require a manager sign off upon arrival. The driver is to count and inspect damage as off-loaded. All damage is to be photographed and noted on the shipping ticket at time of delivery. All damaged goods deemed non-repairable on the site, are to be refused and returned for repair at the factory. Furniture will be repaired or replaced and shipped back on the next available truck. Sorrentino Mariani & Company has a history of extremely low shipping damage and/or shortages, however all guidelines must be followed by both shipper and receiver.

AFTER THE FURNITURE IS UNWRAPPED
As the furniture is unwrapped in the rooms, it must be inspected for hidden damage. The customer must file the freight claim. These claims must be made within 15 days of delivery. The claim must be accompanied by a packing slip and photographs.

NICKS AND DINGS OCCUR.
Through everyone’s best efforts a piece of furniture may be damaged. Most can be touched up with the kit provided. It is important that the installer communicate anything they see through the delivery process. There may be something that can be done at the factory to prevent a recurrence of a shipping problem.
SMALL ITEMS ARE FURNITURE TOO.
Although these items are normally moved manually, they still require care in handling. Although the construction is strong, a leg should not be used as leverage.

CARPET GLIDES SAVE FLOOR AND FURNITURE.
Each piece that leaves the factory has carpet glides on the legs or on the case. These small pieces of plastic can prevent the furniture from marring the floor and also prevents the point of friction being part of the case when moving the furniture into place.

LEVELERS ARE A HAZARD.
Larger cases have leveling stems on the bottoms. These stems can be accessed below the case as well as through holes in the bottoms. Care should be taken to ensure that the stem is adjusted up to clear the floor while moving and then lowered when leveling.

BEAUTIFUL BUT FRAGILE.
French legs, bun feet, and any other type of off-the-floor leg makes for a beautiful piece of furniture, but special care must be taken to prevent damage. These items are designed to support the weight of the case vertically. They can not take the stress of sliding the case across the floor.
WOOD PRODUCTS ARE SUSCEPTIBLE TO CHANGES IN THE ENVIRONMENT.
Even though our product is sprayed with a vinyl sealer, wood will still expand and contract to a small degree with changes in humidity. Unfortunately, this expansion is not uniform in direction and will vary depending on its composition.

YOUR FURNITURE WAS MANUFACTURED IN VIRGINIA.
Our climate in southeastern Virginia is moderate compared to the dryness of the southern mid-west or the humid climate of the tropics. The delivery of your furniture was probably within a few days of leaving our factory. Some acclimation time is necessary.

HOW YOU CAN LESSEN THE EFFECTS OF ACCLIMATION.
First is storage. Furniture should be stored where it is not in direct contact with the elements. Your furniture will take a lot of floor space if warehoused.

WEIGHT ADDS STRESS.
Another part of acclimation has to do with the installation of equipment. If an armoire will have a 75 pound TV set inside, the case will settle into the carpet. This settling may not be equal and will have to be adjusted for after all heavy objects have been placed in or on furniture.
DEFINITION OF LEVELING.
Furniture is leveled at the factory and the door(drawers are adjusted. However, the furniture being installed has traveled across country and probably been moved through some tight places. For this reason some adjustments are necessary on site. The “leveling” process is in fact squaring of the case. If a large case is not set on a perfectly level floor, it will have to be adjusted to compensate for “racking”.

HOW YOU CAN TELL THE CASE IS RIGHT.
First, look at the reveal or space between the doors and drawers. What may look like a warped door or ill fitting drawer may be a sign that the opening is not square. To start, push on the top corner of the case. If the door and drawers are closer to alignment, you are heading in the right direction. The converse is true as well.

HOW TO MAINTAIN THE “SQUARE”.
All large cases with doors have leveling devices. The style used varies with the case construction. The leveler can be accessed from inside the case under the drawers or behind the bottom doors. NOTE: The leveling process must be done after all heavy objects are placed inside.

WHAT TO DO ABOUT DRAWERS THAT CONTACT.
Drawer heads are attached to the drawer box in such a way that they can be adjusted. Minor adjustments can be accomplished with a rubber mallet. If further adjustment is needed, the hardware must be loosened or removed. In extreme cases, the hardware hole may have to be re-drilled.
POCKET DOOR ADJUSTMENT.
There are three adjustments to the hinges. On the top picture is the heel adjustment. The door is pulled towards or kicked away from the stile. This sets the relief at the door/case seam. The center picture is the up/down adjustment. Both the top and bottom hinges must be adjusted. This adjustment is used to make the doors hang level. The bottom left picture is the in/out set screw. When this screw is loosened the door can be pulled away from the hinge. This adjustment is used to flush the door with the case.

TOUCH-UP

CONTENTS OF TOUCH-UP KIT.
• 1 Can of Stain
• 1 Fill Stick
• 1 Color Pen
• Assortment of Sandpaper
• Steel Wool
• Carpet Glides
• Other items as required.

WHAT IS THIS FOR?
Even with great care and everyone’s best efforts to protect your furniture, minor damage can occur. Regardless of where and when it happens, the touch-up kit can be used to repair/hide small dings. It is intended for use by the installation team, but any unused items should be left with the property for future use. It is not our intent to instruct on the specific use of these products. Each installation team should have someone capable of performing minor repairs.

NOT ALL WOOD IS THE SAME.
Natural variations in color, texture, and grain occur due to the unique nature of wood and laminates. The furniture you receive will be a satisfactory commercial match for color, texture, and grain.