



Designer's Warehouse: Furniture Inspections Training

Welcome! This training will guide you through our inspection process to ensure customer satisfaction and quality assurance.

General Inspection Guidelines

1

Inspect All Items

Thorough inspection is required for all items unless specifically noted.

2

Photographing Items

Capture clear, focused images of each item, ensuring inventory number is visible. If damaged include RED ARROW.

3

Photo Count

- 1 photo of the exterior packaging
- 4 photos of the actual item from all sides

4

Reason

Photos serve as a reference during dispatch and provide evidence for clients to confirm details like color, finish, and to show no damage occurred during handling.



Upholstery Items: Sofas, Recliners, Ottomans, etc.

Safety First

Use clean hands or gloves when handling upholstery items.

Thorough Inspection

Inspect all sides for tears, stains, or fabric flaws. Flip cushions to fully inspect all sides.

Additional Checks

Inspect **furniture legs**, check for additional items (e.g., slipcovers, throw pillows) and fold up skirts for inspection.

Beds: Headboards, Footboards, and Side Rails

1

Inspect All Sides

Check the front and back of headboards, footboards, and side rails.

2

Upholstery and Finish

Check for damage to upholstery or finish.

3

Hardware

Verify all installation **hardware** is accounted for.



Casegoods: Wood Furniture with Storage

Inspect Tops and Sides

Inspect for scratches, dents, or finish issues on tops, sides, and legs.

Functionality Check

Open drawers and doors to ensure they function smoothly and properly.

Additional Items

Check hardware for scratches or damage, and inspect additional pieces (e.g., table leaves, glass tops).



Lamps / Lighting Fixtures



Base and Fixture

Inspect for scratches, cracks, or defects on the base or fixture.



Lampshade

Avoid using blades. Check for dents or damage on the lampshade.

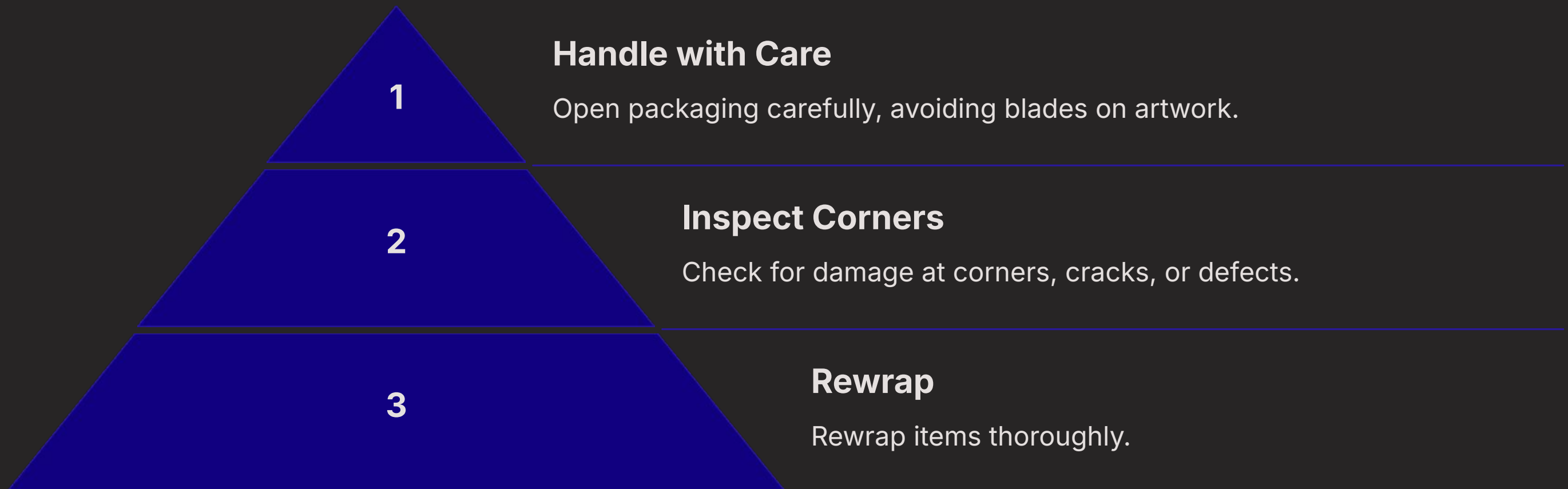


Hardware

Verify all installation hardware is accounted for.



Artwork, Wall Decor, and Mirrors





Rugs & Rug Pads

1

Pattern Check

Take a picture of the rug pattern by unrolling a corner of the rug for client approval.

2

Rug Pad

Rug pads do not need to be inspected, but please make sure that they are included in the inventory.

Miscellaneous Items

Open boxes for a **visual inspection** of obvious damage.

Photograph any broken or damaged items.

For full inspection (if required):

Place items on a **moving blanket**.

- Photograph all pieces, focusing on scratches, flaking paint, or uneven finishes.

Key Takeaways

- Always inspect and photograph items thoroughly.
- Ensure pictures are clear and in focus.
- Ensure to take at least 5 pictures of every item during inspection, even if there is no damage. Capture 1 image of the packaging, and 1 image from each of the 4 sides of the item.
- Use clean hands or gloves to avoid transferring dirt.
- Rewrap and label items securely after inspection.
- Ensure packaging is reused or discarded properly.
- Communicate concerns or damages immediately.