

PRODUCT CARE

RECEIVING ARTWORK AND MIRRORS

Inspect boxes upon receipt and note any visible damage on bill of lading. All boxes must be inspected within five days of receipt for freight damage claims. Each box is carefully packed to insure safe delivery. Each box/pallet is labeled with a packing list indicating tag number and quantity per box. All mounting hardware is supplied with shipment and the label is always placed on the last box in clear view. Hardware location is also indicated on the packing list.

HANDLING AND STORAGE FOR ARTWORK AND MIRRORS

Be careful to unpack with care and remember framed art and mirrors should always be carried by the sides. **DO NOT LIFT BY ONE SIDE or RAIL.** All framed art and mirrors should be stored in a controlled environment free from excessive heat, moisture, or cold. All artwork and mirrors should always be handled/stored, face to face, or back-to-back, so the hardware doesn't damage the face. All artwork and mirrors should be stored vertically at all times. **NEVER STACK FLAT** on top of each other. Store artwork and mirrors with minimum "lean" to prevent warping.

CLEANING FRAMED ART

Use a soft, lint-free cloth or a soft brush to clean your frame. Harsh chemicals like ammonia, alcohol and other types of cleaners can damage the finished gold-leaf, acid wash, lacquer, and other frame finishes. Clean glass by spraying cleaner onto a soft cloth and then wiping the glass. This helps prevent liquids from seeping into the frame and making colors bleed or paper buckle.

CLEANING WALLCOVERING (TYPE II VINYL)

Ordinary dirt and smudges can be removed with a mild soap and warm water. Clean from bottom of wall upward. Rinse thoroughly with clean water from the top down using a sponge. Deeply embossed wallcoverings need extra attention to remove suds or loosened dirt that may lodge in the embossing. Dry wallcovering with a soft lint free cloth or towel. For more difficult stains that are only surface deep, the use of a stronger detergent is recommended. Always test an inconspicuous area with the stronger detergent to be sure that the surface and ink are not damaged. **DO NOT USE** steel wool or powdered abrasives because they can damage the image and textured surface. **DO NOT USE** solvents, alcohol, pine oil, or cleaners that contain these kinds of products as they can remove the image and damage the textured surface. When cleaning, always take measures to prevent water from dripping behind molding. **NEVER MIX CLEANING AGENTS TOGETHER, VIOLENT REACTIONS MAY OCCUR.**

CLEANDING ACRYLIC OR PLEXIGLASS

Use only a very soft damp cloth when cleaning acrylic surfaces. It is possible to scratch acrylic, so **NEVER** use any scouring compounds or chemical cleaners such as Windex or other glass cleaners (even if they are environmentally friendly, organic or non-scented). Should anything ever stick to an acrylic surface (such as an adhesive label or gummy substance) do not use any type of solvent. Never use the same cloth that you clean other household items with – it can retain dirt, grit, and chemical residues that may harm your acrylic items. We recommend using a new or separate cloth for your acrylic care. Acrylic is stable when exposed to sunlight, so it will not yellow or crack even when used in normal outdoor environments.

CLEANING MIRRORS

The safest way to clean a mirror is to use clean, warm water with a soft, grit-free cloth. Never use cleaners with acid, alkaline or ammonia bases. These cleaners will attack the edges and backing of the mirror causing blackened areas. Never spray any glass cleaner directly onto a mirror. Instead, apply the cleaner to a soft cloth and then wipe the mirror. Good ventilation will keep a mirror from "sweating" and creating condensing liquids which can, over time, be corrosive and cause damage.