Quinze & milan



PACKING FOR RETURN

So your furniture reaches us undamaged.

Packing instructions for goods returning to our workshop: rental, recoat or repair.

www.quinzeandmilan.tv
info@quinzeandmilan.tv

2026 edition — for the most recent version, go to
www.quinzeandmilan.tv/care

BEFORE YOU START read this first

- Our foam has a memory. Any pressure left on it for days or weeks prints itself into the coating: film pulled tight over an edge, tape stretched across the padding, a pallet beam under the piece, the weight of a second item on top.
- On arrival we let every piece rest for days so those marks can recover. If they do not, the foam has to be replaced.
- You need no special materials. Whatever you have at hand, or can buy from any packaging supplier, will do. Stretch film and tape go on last, and never directly onto the furniture.

WHAT WE EXPECT by situation

Rental and loan

The piece reached you in our packaging. Keep it for the whole rental period and use it for the return.

Recoat and repair

No packaging left? We will send it on request. Outside warranty — for a standard recoat, for instance — we charge for it.

Packing it yourself

Follow the method further on. Also when you reuse our own packaging.

> **WHAT YOU NEED**
>
> - **Clear plastic sheeting** — the first layer, directly on the furniture.
> - **Paper-backed bubble wrap** — over that, plus an extra layer on edges and corners.
> - **Cardboard** — under the piece, over the pallet, and over the edges.
> - **Stretch film and tape** — around the wrapped whole only, last, without pulling tight.
> - **A pallet** — if you use one: never smaller than the piece.

HOW TO PACK in this order



1 Generously wrapped — the film only holds it together



2 Cardboard under the piece, across the full surface



3 Stacked: flat on flat, fully supported

STEP 1 **Protect first, wrap after.** Stretch film and tape never go directly onto the foam or the coating. Apply plastic sheeting first, then bubble wrap. Which side of the bubble wrap or the cardboard faces the furniture does not matter.

STEP 2 **Give the edges and corners extra care.** That is where the pressure is greatest and where the damage starts. Lay a piece of cardboard over them, or an extra layer of bubble wrap, before you go on.

STEP 3 **Using a pallet?** The pallet must never be smaller than the piece: anything overhanging will take the print of the edge. Check for protruding nails, screws or splinters. Lay cardboard over the pallet so the piece rests on the full surface instead of on a few beams.

STEP 4 **Stacking several pieces?** That is fine, but only flat on flat. Check that each piece is fully supported by the one below: no overhanging edges, no corner pressing into a surface beneath. If they do not sit neatly on each other, put a flat board in between.

STEP 5 **Only now apply stretch film and tape.** Around the wrapped whole and around the pallet only, without pulling tight. Never run tape tightly over an edge or over the padding: tape prints just as hard as film. Both are there to hold things together, not to compress them.

STEP 6 **Pack as close to the collection date as possible.** The shorter the piece stands packed, the less is left behind. Standing ready for weeks is the main cause of permanent damage.

In doubt? Send us a photo before departure — info@quinzeandmilan.tv.

NOT LIKE THIS

what tension leaves behind

This is how pieces packed too tightly reach us, and this is how they come out. Film and tape do the same thing: whatever pulls, prints.



As the shipment arrived: tightly wrapped, days under tension.



The cause: film pulled tight over an edge, with no padding underneath.



Unwrapped — the edges are deformed and wavy.



Close up: the crease in the coating, on the edge where the film pulled.

AT COLLECTION

BEFORE DEPARTURE

Take two photographs of the packed whole and send them to info@quinzeandmilan.tv. That is our shared record of the condition at departure.

ON ARRIVAL

We photograph every piece before unpacking.

WARRANTY

Damage demonstrably caused by the packing — creases, prints or permanent deformation of the foam — falls outside the warranty.

Questions about a return or a collection? Get in touch at info@quinzeandmilan.tv.