



HAMILTON

FURNISHINGS



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Meeting Customers' Demands Every Time

As an innovative furniture concept provider, Hamilton has established an excellent reputation for quality products & services. So what is the secret of our success? From the start, we realised that it is our customers who form the foundation of our business. This is why through the years we have always painstakingly endeavoured to give you what you want... if not more!

Do you desire Variety?

Be amazed by our extensive product lines. At Hamilton, we have one of the largest catalogues in the business, with over 2,500 items including countless colour and fabric combinations to meet all your individual needs. We are also debuting new designs and nearly 50 new furniture ranges!



Competitive Pricing?

Our items are always reasonably priced. In addition, the current unfavourable global economy has inspired us to offer even lower prices for our exclusive range of items. This is done via an optimised production which allows us to utilise our resources more efficiently and at a reduced cost so that you can reap the benefits.

How about Superior Quality?

At Hamilton, all our products and designs are manufactured in exclusive partner facilities accredited with the prestigious ISO 9001:2000 certification. Each and every part of our furniture is produced in accordance to the most stringent international standards and the strictest quality checks. So, you can rest assured that all the products which leave our premises are of nothing but the highest quality.

And Speed?

We understand that in the business world, everything revolves around speed – you need everything fast and efficiently. This is why we make it a priority to respond to your enquiries within 24 hours and ensure that orders are shipped within 14 days maximum ensuring delivery to you within 6 weeks!

What about Personalisation?

Different customers from different parts of the world have their own needs and requirements. With our efficient customer support and facilities, we are able to meet each and every one of them. Among the many services we offer are the Fast Mix Ordering Support, Parts Claim Support and Warehousing & Forecast Order Support as well as other customer-driven services to ensure that you know you are always at the centre of our attention.

Vogue Microfibre



320 Coal



Coffee 323



321 Cinnamon

Bycast Leather



420 Black



421 Brown



423 Red



422 Beige

Bycast Leather



542 Onyx



541 D Brown



540 Brown



543 Crimson



544 Chalk

Canvas



601 Blue

Ritz Fabric



621 Chocolate



620 Sorrel



622 Sandstonemm

Ropa Fabric



Cafe 663



Latte 662



Trigo 660



Khaki 661

Bliss Suede



703 Ash



702 Chestnut



701 Sunrise



700 Snow

Microfibre Fabric



302 Blue



304 Brown



Light Brown



301 Grey



303 Sand

Leather



401 Black



403 Brown



402 Cream

Leathermate



502 Blue



504 Green



503 Brown



500 cream

Luxury Bycast



560 Taupe



541 Tan

Art Decor Fabric



611 Carrot



611 Carrot

Mod Fabric



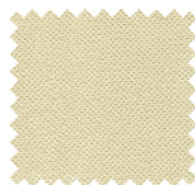
642 Apricot



641 Espresso



643 Fawn



640 Ginger

Nature Fabric



Foliage 680

Customer Support Policies

Fast Mix Order Support

Place your orders quickly and conveniently with our Fast Mix Order Support. All you have to do is choose the models you would like from our vast product range, select the quantity and we will have your goods ready to ship within 14 days – ensuring 6 weeks delivery. Our sophisticated, computerized systems allow us to process your orders in a timely manner.

You can mix and match with greater flexibility and choice without minimum order restrictions from a vast variety of models and colour variations. Fast Mix Order Support is not a mere promise; it is our guarantee for exceptional customer service!

Fast Response Support

Fast Response Support means that all your requests become our top priority. Your e-mails and/or faxes will be responded to within 24 hours. All your orders will be shipped out within 14 working days as long as the item you order is as per our catalogue. Now, you can make quicker business decisions with our instantaneous price quotation and fast shipment delivery.

Quality Warranty Support

Backed by years of experience and expertise, we are confident in our product quality. This is why all our products come with a 12-month parts warranty from the date your shipment arrives with you.

Parts Claim Support

The occurrence of missing elements upon delivery is 0.05% at Hamilton. We are doing our very best day to day to reduce it. Parts Claim Support eases the hassle of replacing the missing parts. If the part you claim is small and light, we will courier it to you as soon as possible. If the part you claim is bulky or heavy, we will send it to you on our next delivery to your area.

Parts Consistency Support

It is essential that our products are consistent. This means that whichever model you are purchasing from us, you are assured that we can supply you the exact specifications for that same model throughout our business relationship. In the event of parts claim or interchange for replacements, you are guaranteed of parts consistency.

Quality Guidance Support

Different countries and clients have their own quality concepts and criteria. As we are supplying to international markets, we set an international standard to ascertain that our product quality meets even the most stringent requirements. Please see the section "Special Features" opposite for further details.

Warehousing & Forecast Order Support

Our Warehousing & Forecast Order Support is applicable to all our major business partners who require a Just-In-Time delivery. Whenever you inform us about your forecast sales, we will prepare your order immediately without any commitment from you. We will then keep your products in stock and send a Just-In-Time delivery to you. If you do not meet your forecast sales, do not worry. We will happily accept your order cancellation as our wide distribution network allows us to absorb any surplus goods.

Business Expansion Support

We believe in nurturing a long-term business relationship with our customers. This is why we keep on expanding our services and product lines to offer more diversity to our product range. Promotions are also held bimonthly for our existing product lines to encourage greater buyer response for you.



Special Features

Warranty

Hamilton provides a 12-month warranty to our customers from the date of goods arrival. The warranty does not cover glass breakage, damage or failure of furniture caused by fire, accidents, incorrect installation or storage, wrong cleaning methods, scratches or unreasonable care.

Tempered Glass

We take great care about the safety aspects of our furniture. This is why we only use 100% top grade tempered glass for the glass parts and material of all our furniture. The strength and unique fracture pattern of tempered glass ensures minimal damage and injury, should an accident occur.

Drop Test Certified Packaging

We like to see that our products are comfortably protected before they get shipped out. After all, they do travel all over the world. This is why our furniture pieces are always packed individually. To further cushion your shipment, our packaging material is foam protected and adheres to the drop test criteria.

Special Features Desiccant

To ensure that our products are delivered to our customers in the greatest condition and quality, we make sure that we use desiccant to remove humidity. The desiccant keeps our products at the driest condition possible to avoid fungus growth during the whole shipping process.

Protection Disc

We never forget to use protection discs on all our products' legs to protect the furniture from scratching the floor.

Product Line Drawing On Carton

All our products are shipped in cartons that are clearly marked with a line drawing of the respective products to facilitate easy identification among our customers.

Detailed Paint Finishes

We take great pride in providing furniture that is both functional as well as aesthetically enhanced. This is why we have taken extra effort to ensure that each and every available surface of our products, including internal and underside surfaces, is fully painted.

Product Care

Wooden surface

- Do not expose to direct sunlight as this may darken or lighten your in-door wood furniture
- Do use protective pads with placemats when placing extremely hot utensils on the furniture surface
- Do not use detergents or chemical cleaners on your furniture, this may damage the finishing
- Do not pour polish directly onto the furniture
- Do not write on thin paper over the surface of the furniture without a protective pad
- Do not drag objects over the furniture's surface, please lift them carefully
- Avoid silicone which may damage the finish of furniture
- Avoid certain chemicals and materials which may react with wood finishes
- Polishing and waxing need not be done frequently. For daily cleaning, just gently rub with a soft cloth over the surface

Upholstery

- Direct sunlight can damage the fabric/leather's original brightness and texture. It makes the material brittle and weak as well
- Dust your upholstery carefully. Vacuum the surface using a vacuum cleaner with a brush attachment.

Stain Removal Guide

Heat Marks

Rub gently along the grain using a dry steel wool soap pad or a cloth dampened with camphorated oil or mineral spirits, or rub gently along the grain with extra-fine (0000) steel wool. Wipe clean and wax or polish.

Paint Marks

If fresh, remove latex paint with water and oil-based paint with mineral spirits. If dry, soak spot in boiled linseed oil, wait until paint softens and lift carefully with a putty knife or wipe with cloth dampened with boiled linseed oil. Residue can be removed by rubbing along the grain with a paste of boiled linseed oil and rotten stone. Wipe dry and wax or polish.

Sticking Paper

Dampen the paper thoroughly with salad oil, wait five minutes and rub along the grain with extra-fine (0000) steel wool. Wipe dry and wax or polish.

Wax or Gum

Harden the substance by holding an ice cube wrapped in cloth against it, then use your fingernail or plastic credit card to remove it. Rub the area with extra-fine (0000) steel wool dipped in mineral spirits. Wipe dry and wax or polish.

Cigarette Burns (light)

Rub with scratch-concealing polish, or with a paste of linseed oil and rotten stone, working with the grain until the burn mark disappears.



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F U R N I S H I N G S

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