



Upholstery Support Services



In today's competitive business place, it is unacceptable for high value upholstery to fail in use, potentially causing damage to reputation, cost implications for your business and dissatisfied customers. BLC provide a suite of testing, problem solving and supply chain support services to upholstery retailers and manufacturers to help tackle product failure and provide support and advice when required.

With over 90 year's experience, we have the technical excellence to provide you with solutions which will reduce the number of customer returns and complaints resulting in cost savings for your business. Our support will also strengthen your reputation and encourage customer loyalty to your brands and business.

Upholstery Testing

BLC offers upholstery testing at our UKAS accredited laboratory. Manufacturers and Retailers are required to conduct testing to ensure upholstery is safe and fit for purpose complying with legislation and meeting EU standards.

BLC are one of the fastest upholstery testing laboratories in Europe and our aim is to deliver results within 3-5 working days (test permitting). Unlike other laboratories, should your product fail, we will provide you with a range of solutions to achieve product success.

BLC offer the following upholstery tests:

Performance & Quality Testing

A simple range of performance tests can ensure that furniture does not fail either in store or in use. Leather and materials used to make up furniture should be checked for light fastness, colour fastness, finish adhesion, flex endurance and strength on a regular basis.

Safety and Flammability Testing:

BLC offers various upholstery safety testing services to ensure products

are fit for purpose and compliant with legislation. Testing services available are commercial and domestic flammability testing – crib 5 & 7,

Due Diligence testing:

Retailers are advised to conduct due diligence testing in addition to legislative testing requirements because the consequence of not following such a due diligence programme could have damaging outcomes to business reputation. Retailers should randomly check batches and product lines to ensure that products are fit for purpose and safe.

Due diligence testing also demonstrates a committed attitude towards consumer safety and care.

Due diligence testing can help reduce the number of customer returns and complaints, providing a cost saving benefit to your business whilst maintaining high quality products which will drive brand loyalty and repeat business.

BLC can work with you to produce a suitable due diligence testing programme specific to your product requirements and business objectives.

Chemical Testing

With many businesses now sourcing from the global market place, it is more difficult to have regular contact with suppliers to ensure that restricted substances are not being used. The operation of an effective chemical due diligence process is important to ensure that products are safe for consumer use. BLC offers a complete quality and risk management package for retailers and brands that will address all aspects of product sourcing, and sale.

The only way to ensure consistent quality and performance for products is to set realistic specifications that are coupled with a sensible and balanced testing regime. The chemical testing regime must ensure that the critical substances are monitored without this process being financially onerous for the supplier. BLC can ensure that all chemical testing will be in line with current legislation and industry standards giving you peace of mind in this critical business area. For further information on leather and material upholstery testing, please contact the testing team on +44 (0) 1604 679999.



Problem Solving & Support

No matter how well production processes are managed and controlled, leather problems and faults do occur.

It is essential that leather faults are identified and resolved rapidly and efficiently.

A strength of BLC is its leather specialisation and its ability to provide in-depth analysis of manufacturing or consumer problems.

The highest number of consumer complaints comes from the leather upholstery sector. Typical examples include mould, finish cracking, colour loss/transfer, peeling, splitting, tearing, bagginess or a change in appearance.

Upholstery manufacturers and retailers can send leather or product to BLC to identify the cause of leather problems. Once identified, our team of specialists will provide expert leather problem solving advice and support. This can take the form of telephone or e-mail support through to provision of expert on-site assistance anywhere in the world. In most cases, we will provide a solution to leather problems and also identify the cause of the problem which will minimise future recurrences.

Our objective is a fast, accurate and independent response and we focus on providing an answer to problems within a 5-7 day period.



Fingerprinting

BLC offer a bespoke in-house service to retailers and manufacturers. Fingerprinting is the analysis of leather ensuring that the leather used throughout production is the same leather used in the buying sample. On occasions a different quality of leather can be used throughout production which can totally affect the look and style of the product and can also cause potential performance issues. For further information on our fingerprinting service please contact us.

Upholstery Specifications

Reduce your leather product returns and improve customer satisfaction with clear performance specifications and a structured leather testing programme for suppliers. BLC provides in-house leather specifications, which are available to BLC members. They are designed as guidance only and should be discussed with BLC staff. Please contact us for further information.

Training

We offer a range of leather and upholstery training courses for buyers, designers, quality control and retail staff which will enhance delegates understanding of leather and improve confidence when sourcing and supplying leather. We also offer corporate and bespoke training courses tailored to your business needs. Courses can be held anywhere in the world.



BLC Membership

BLC membership will give you access to a wide range of specialist products and services including testing, training, problem solving and supply chain advice and support at discounted rates. A major benefit of membership is the provision of performance and chemical specifications for the upholstery market.

As a member, BLC will develop knowledge of your company that will enable us to understand your needs. This means we can react quickly and effectively when you require advice or problem solving and give you the support you need.

Please contact us for further information on the benefits of becoming a BLC member.

BLC members receive 30% discount on all testing, training and problem solving support.

Contact us

For more information:
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Membership

Training

Testing

Technology