

## **POS SERVICE GROUP:** THE PROFESSIONAL PIT STOP FOR UPHOLSTERED FURNITURE.

We're well versed in upholstered furniture. Since 1987, we have been the leading specialists across Europe when it comes to: on-site repairs, maintenance and complaints processing for upholstery, such as on upholstered furniture, car seats, office chairs, normal chairs, and mattresses.

More than a quarter of a century of experience in complaints and repairs service, and over 4 million successfully completed customer orders guarantee professionalism and efficiency, top-quality trade skills, excellently trained staff, and state-of-the-art technical equipment and logistics.

We also specialise in any damage caused to wood, stone, marble, tiles or plastic. Our services range from fixing holes, dents and scratches, to repairing almost all surface damage in kitchens, cupboards or flooring.

## **GOOD SERVICE. GOOD LIFE.**

## **THE PIT STOP FOR UPHOLSTERED FURNITURE.**

**THE PROFESSIONALS IN REPAIRS  
AND CLEANING.**

**1,400  
INSPECTIONS  
A DAY.**



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# LET’S GO RACING!

## WE’RE YOUR SERVICE PARTNERS.

As full-service pros, we take charge of all your tasks – from notifying the customer, to planning the visits of our permanent service technicians, to on-site inspections and provision of a comprehensive inspection report with photo documentation.

Our specially trained service technicians handle upholstered furniture, wood, stone, marble, tiles and plastic, working directly at your or your customer’s premises.

We’re there for you whenever you need it: our approach is super quick, straightforward and customer-friendly, with expertly trained service technicians and state-of-the-art technology.

85%

Completion rate on first visit



Progress visible online 24/7



Quick info available from the end customer’s home



**HOTLINE**  
**+49 2638**  
**921700**

## WE’RE YOUR SERVICE PARTNERS FOR:

**Anything that’s upholstered:**  
Upholstered furniture, car seats, office chairs, normal chairs, mattresses

**Any materials:**  
Leather, fabric and synthetic leather

**Any tasks:**  
Upholstering, sewing, redying, fixing holes, cleaning

## SERVICE FOR COMMERCIAL PROPERTIES.

Chairs, armchairs, benches, seats and car seats are all exposed to extreme wear and tear, particularly in automotive, office, hotel or restaurant environments – on a daily basis. We repair damage caused by excessive use, inattention, vandalism or other circumstances quickly and affordably – on site at your premises. We can also perform more extensive work at night, so as not to interrupt operations.



## AN OVERVIEW OF YOUR BENEFITS:

**Repairs covered by warranty**  
directly on site at your customers’ premises

**Night-time and weekend work**  
possible for commercial properties

**Direct handling for end customers**  
even in the case of self-caused damage

**Outsourcing reduces trouble and costs,**  
e.g. by avoiding returns

**Transparency**  
through a detailed inspection report with comprehensive photo documentation

**Damage analyses and statistics**  
downloadable in PDF format at any time

**High quality**  
certified under ISO 9001