

The Basics: Make sure the goods received are the goods that were ordered. Once material is removed from its packaging and cut, it is no longer returnable. Install 3 drops of wallcovering and assess the installation, if any exist, please stop immediately and call us at 646-374-8040. Labor claims and charges will not be considered under any circumstances. Please make sure that the wallcovering is installed in adequate and final lighting situations. Hang all wallcovering in sequential order as marked on their packaging.

In Situ: Wallcovering must be stored in a climate controlled environment which is consistent with normal living conditions. Temperatures inside should not be below 65F or above 85F, humidity should be relative. If you are installing around power outlets or switchplates, turn off the power while installing.

Wall Preparation: Wall preparation is essential, we recommend hanging over a new, smooth sheetrock that is dust free. Most installation issues arise from inadequate wall preparation. If the installation is to occur on a wall which recently had an old wallcovering removed, it is imperative that an experienced contractor is hired to decalcify and properly prep the wall!

Wallcovering Specific Primer: A High quality primer and adhesive is crucial; a latex pigmented wallcovering specific primer is a must. It is helpful to tint the primer to match the color of the wallcovering. Allow the primer to dry completely before recoating or hanging. It is best to tint the primer to match the color of the wallcovering.

Recommended Adhesive: We recommend a premixed commercial grade heavy duty non-strippable clear vinyl adhesive.

Glue on seams | Glue on face of material: Sometimes we get to have do-overs, this isn't one of those times. It is imperative that adhesive is not allowed to dry on the face of the goods as it can discolor the material. We recommend that a low adhesive release tape is applied at the edge of the wallcovering and is removed once the panel is in place and set. This will inhibit adhesive from discoloring the seam.

Subtle irregularities in the weave and shading from drop to drop are common in natural wallcoverings and are not considered a defect.

Cleaning: Always take care while cleaning, do not scrub or use abrasive cleaners. Use water and blot the affected area with a clean soft rag. Blot dry with a clean, dry cloth. Do not scrub the material, it can discolor the face.

Installing: Always use a fresh blade for every cut and remember, measure twice and cut once. Cut the strips to the correct proportion in relation to the size of the wall. Although our wallcovering comes pre-trimmed, it can be table trimmed and butt seamed for the most uniform installation. Using a commercial heavy duty clear adhesive, roll the backside of the wallcovering giving it time to relax. Use a soft plastic smoother to lay the panels onto the wall. Do not allow adhesive to get onto the face of the wallcovering. If this happens remove the adhesive immediately when still wet with a damp sponge and dry the surface with a clean, dry towel. Once the adhesive is dried in, it will be impossible to remove.

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Cut the strips to the correct proportion considering the width of the wall. It is important to panelize the wall correctly to have equal size strips of wallcovering. This wallcovering can be double cut or table trimmed and butt seamed. Using a commercial heavy duty clear adhesive roll the backside of the wallcovering giving it time to relax. Straight hanging tend to be the most uniform installation. Use a soft plastic smoother to lay the panels onto the wall. We do not love seam rollers on linen, please try not to use them. Do not oversaturate the face of the material when cleaning. Use a soft bristle brush to dislodge dirt or dried adhesive.