

innerSPACE

AFTER SALES CUSTOMER SERVICE



At Innerspace we pride ourselves on our after-sales and customer service.

As a national, family owned business with over 70 years experience in the commercial & residential furniture market we understand the many challenges faced by our customers.

Indeed, one of our key objectives is to create and maintain long-term relationships with our customers and be helpful in as many ways as possible.

Many customers know us for offering 'best in class' furniture solutions for the residential, office, aged care, healthcare, and hospitality markets.

Whilst this is our core business we can also offer the following Furniture Management Services – regardless of whether you have Innerspace furniture or not.

Reconfiguring Existing Furniture

As your business needs change, your workspace needs to adapt.

Whether you need to expand, contract, re-densify or simply rejig your existing workspace, Innerspace can help reconfigure or adjust the space to suit your new and future requirements.

Sometimes referred to as 'churn' or 're-stacking' we have the expertise and skilled staff to reconfigure virtually any furniture products – including those not from Innerspace.

We have expertise in matching existing designs or products to ensure a continuous look and feel throughout the life of your workspace.

Innerspace has the ability to offer flexible installation times, including weekend and night work to achieve these reconfigurations.

Minimise Downtime

Unnecessary disruption and downtime can affect staff morale, productivity and ultimately profit.

Innerspace offers flexible working approaches including weekend, night work and staging options to minimise disruption and accommodate other trades, keeping your business operating as usual.

Relocation Services

Moving offices?

If you need to dismantle, relocate and reinstall furniture for your new office talk to us – we can help.

Disposal & Recycling Services

Innerspace can help dispose of your furniture at the end of its life with our buy back and disposal service. Products are collected by our staff and if re-use isn't possible, they'll be disassembled and the materials recycled via the appropriate channels. We can co-ordinate these works outside normal working hours if need be to assist with the changeover.

Stewardship Program

Our product stewardship program exists to manage the impact of our products throughout their lifecycle.

Our objective is to maximise the efficiency of our range by supplying high quality furniture therefore extending its life cycle. This in turn will minimise the the environmental impact of the product at disposal.

When a client no longer has a use for our furniture, Innerspace are happy to work with them to either:

- Resell the product through a second hand dealer
- Arrange it to be donated to a charitable organisation
- Breakdown the components to be recycled through a nominated recycler

Rental Options

Renting furniture versus purchasing outright provides some unique benefits to organisations these include:

- Preserving your capital expenditure budget and cash flow.
- Tax benefits – renting is tax deductible and usually considered “off” balance sheet financing.
- Easy to budget. No establishment fees or ongoing charges. Fixed monthly costs over a set time.
- Faster productivity. Secure the furniture your business needs now.

Have the best of both worlds. Rent today with the option of owning it later. Choose a program that best suits your short and long-term business goals.

Talk to us about your specific requirements

Offsite Storage & Furniture Management

Larger organisations often need to churn furniture on a regular basis which can result in a short term excess of stock.

As valuable assets, organisations often need to retain excess furniture but have nowhere to store it.

Let us take the headache away from you.

We offer expertise in turnkey solutions – disassembly, handling, offsite storage of furniture, plus inventory management and re-delivery, regardless of the type or brand, when your needs change.

Product Repair and Ongoing Maintenance

Office furniture is often subjected to a lot of use. This can result in damage or degraded furniture.

Innerspace can look after the maintenance and repair of a wide range of furniture products, extending the products life, and maximising your investment.

Ergonomic Assessments

Improve the health and wellness of your team.

Sometimes furniture needs adjusting to suit specific ergonomic needs or requirements of staff. This can include product training to ensure correct use, ergonomic assessments and suggestions for ergonomic improvements.

Innerspace works alongside workplace ergonomists and can offer assistance to office managers, facilities managers and OHS departments.

Product Training

At the completion of your fit-out a Innerspace team member can assist you with the training and familiarisation needed to maximise the benefits of your new furniture.

At Innerspace, we offer ergonomic training to your staff post occupancy, thereby creating a happier, more comfortable working environment, which can assist with increased staff productivity, morale and retention.

Quick Ship Products

At times there may be furniture you need quickly.

We can help with a variety of quick ship products available direct from our large stock holdings in our warehouses to keep your business running smoothly. With various warehouses around Australia we offer a large stock program.

Speak to your Innerspace representative for product information and stock availability.

Turnkey Procurement

Innerspace can provide a range of different procurement services to suit your project needs. This takes the pain out of procurement and gives you more time to focus on implementing a smooth transition for your organisation.



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