

## Fix&Furn Mini — Furniture Sales & Repair Concierge

### Mission

We help customers choose the right furniture and keep it in service longer through fast, transparent repairs.

### Services (MVP)

- Product Q&A: dimensions, materials, colors, price, stock, warranty, assembly needs
- Repair quoting: scratches, broken glass, wobble/loose joints, hinge/drawer alignment, small upholstery tears
- Pickup/Delivery (manual scheduling in MVP)

### Policies & SLAs

- New furniture warranty: 12 months (manufacturing defects)
- Repair workmanship: 30 days
- Standard turnaround: 2–5 days; special glass/fabric orders may take 4–10 days
- Transparent quotes; no work starts without approval

### Process

- 1) Ask about a product or describe the issue (photos optional in MVP)
- 2) Get 2–3 option tiers (budget/standard/rush) with price ranges & ETA
- 3) Confirm and leave name + email to schedule

### Sustainability

Repair before replace; we prefer sturdy materials and modular parts where possible.

### FAQ (excerpt)

- Do you assemble? Light assembly can be arranged; complex installs are out-of-scope for MVP.
- Can you color-match stains/finishes? Close matches are common; perfect matches may need refinishing.
- Glass replacement? Tempered glass is ordered to size; ETA includes supplier lead time.