



OUR SERVICE PROS WORKING FOR YOU ON SITE.

THE POS SERVICE GROUP – IN POLE POSITION

Fast, efficient and precise – the POS Service Group team works just as professionally as a motorsport pit crew.

The world of Formula 1 combines all the values we ourselves advocate, and which thus distinguish the POS Service Group.

You too can benefit from these unique company values – right across Europe.





OUR TEAM OF PROS.

WORKING FOR YOU FOR
OVER 25 YEARS.



What do we have in common with a good racing team? A professional crew consisting of top specialists and a sophisticated service system. Backed by this, we pursue one aim: To put in the best performance for our customers.

Your POS Service Group



The POS Polsterservice became known in the furniture industry as an on-site repairs service in 1987. Since then, the company has been constantly further developing, and we are today proud to be one of Europe's market leaders when it comes to providing "full service" on site at the end customer's premises.

The POS Service Group umbrella brand now encompasses the business divisions POS Polsterservice (upholstery service), POS Home-service and POS Schadenservice (damage service).

Achieving customer satisfaction is always our main priority! In focusing on this, we impress with maximum quality, and, as a medium-sized family business, adapt quickly and simply to your needs. Test us out!



**More than
4.2 million
satisfied
customers**



**Over 300,000
customer
service jobs
per year**



**More than
1,400
end-customer
visits every
day**



**More than
600
staff**



**“WE ASSIST OUR CUSTOMERS
WITH COMPREHENSIVE SOLUTIONS
AS FULL-SERVICE PROS”**



*Owning family and
management board
of the POS Service Group.
Christoph Horbach,
Gabriella Schnell-Horbach
and Peter Horbach
(from left)*



**POS
OFFERS
A 2-YEAR
WARRANTY.**

POS POLSTERSERVICE: 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.

We also specialise in any complaints relating to wood, stone, marble, tiles and plastic, with services covering repairs for almost all types of surface damage.

LET'S GO RACING!

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

Current processing status

Available online at any time

Damage analyses and statistics

downloadable in PDF format at any time

High quality

certified under ISO 9001

85%



Completion
rate on
first visit

Progress
visible
online 24/7

Quick info
available
from the
end customer's
home





**FLAWLESS
MEASUREMENT
USING
3D LASER
TECHNOLOGY.**

POS HOMESERVICE: PUTTING YOU IN THE RIGHT DIMENSION.

Sometimes it's a case of millimetres: Thanks to an innovative 3D laser dimensioning system, we can now facilitate 100% exact, flawless measuring for the first time ever. Whether it be kitchens, bathrooms, living rooms or entire living areas, the measurements can be integrated directly into your planning system if you wish. Our specially trained service technicians professionally assemble and repair your bathroom and kitchen products on site at the end customer's premises upon request.

WE MEASURE OURSELVES ON YOUR REQUIREMENTS.

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 measurement and provision of all relevant dimensioning data and photos.

We take entire room measurements for customers on site. Whether it be kitchens, worktops, alcove walls, shower partitions, living rooms, bedrooms or even full furnishings, we measure everything with our laser-based 3D dimensioning system.

Our specially trained service technicians also work in kitchens and bathrooms, professionally and precisely assembling and repairing your bathroom and kitchen products on site at the end customer's premises.

3D



3D front, top and floor view

Comparative view of room dimensions at 90 cm and 230 cm

Installation of bathroom and kitchen furniture, as well as shower cubicles

AN OVERVIEW OF YOUR BENEFITS:

Less pressure on your own staff
for core business, e.g. for sales or planning

Much fewer complaints
and costs

High quality
thanks to precise data for further processing

We guarantee
the accuracy of the data calculated

Europe-wide
network of 140 dimensioning and assembly technicians

Measurements within
5–7 working days – with the option of an even faster turnaround

Current processing status
available online at any time

Detailed inspection reports
with checklist, measurement data and photos of the actual situation

Direct link to your planning system,
e.g. CARAT, KPS, Compusoft, Simar or planTEK.





**OVER
300,000
SERVICE CALLS
A YEAR.**

POS SCHADENSERVICE: ON THE SCENE IN CASES OF DAMAGE.

We specialise in assessing, repairing and regulating liability, contents and transport losses/damage. We take care of upholstered and wooden furniture, car seats, benchtops and worktops, sanitary items, flooring, carpets, tiles, windows and doors. And we operate Europe-wide, with a super quick, straightforward and customer-friendly approach, coupled with our own, expertly trained assessors and skilled labourers, and state-of-the-art technology. We also assess and repair damage to windows and doors in the case of break-ins and theft.

WE PROVIDE TOP-CLASS SERVICE:

From the survey report to the final product, we guarantee you top service. You too can benefit from our unique ties to industry and trade, and place your trust in our competent, neutral assessment, which generates maximum savings for you.

ASSESSMENT

You'll receive a lawful, expertly verified appraisal, incl. plausibility check, qualified preliminary damage assessment, and reliable estimate of time or replacement value.

REPAIRS AND REGULATION

During the assessment, our well trained employees verify all possibilities for repair, and act on these wherever possible. The experts also work on site as service technicians and regulators, enabling us to guarantee you customer-friendly, cost-effective solutions.

EVALUATION ACCORDING TO DOCUMENTATION

If you don't want an on-site visit, we will gladly also conduct the evaluation based on photos and documents provided.

TESTING SERVICE

Our staff operate right across Germany, allowing photo documentation and condition checks to be compiled quickly and at low cost, even if no assessment is required.

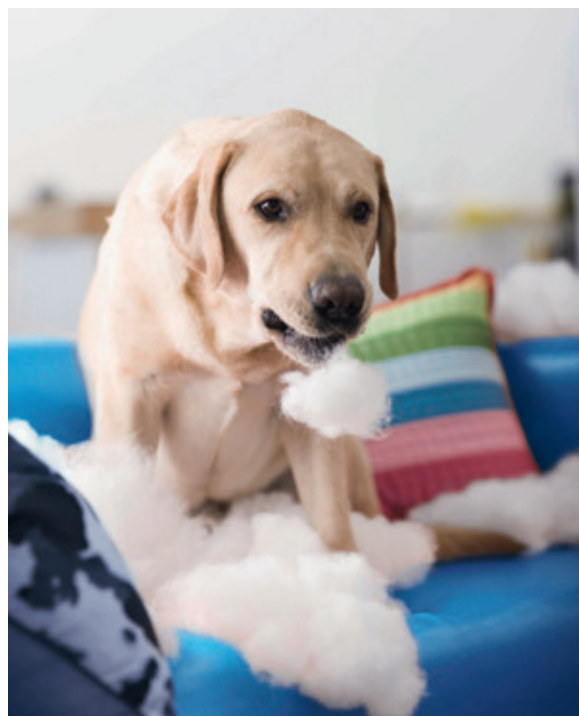


EASY TOOL

Automated replacement value calculations for minor damage to upholstered furniture up to purchase prices of EUR 750. Staff can provide you with information conveniently via our website – no on-site meeting required.

ADDITIONAL SERVICES

Want personalised analyses of results or statistics? Then tell us your needs. We also offer training courses and presentations for damage-department staff, regulators or agencies. We're your helpful service provider.



POS SERVICE.

OUR ADDITIONAL UPHOLSTERY
SOLUTIONS.



HOTLINE
+49 2638
921700

Customer satisfaction is our top priority. That's why we offer you numerous additional services for added convenience. POS' extra services include inventory checks and warehousing, dismantling services, training for your staff, and statistics management.



More info on products and services at
www.pos-sg.com

INVENTORY CHECKS/WAREHOUSING

Upon request, we assess incoming deliveries for you centrally and conveniently – right on site on the warehouse platform or at the container. You can also book our service technicians for specific days.

DISMANTLING SERVICE

New furniture too large for the stairs? The POS service technicians can dismantle furniture at your warehouse, by appointment. You supply the furniture, and we set it up at the customer's end.

TRAINING

Despite every effort, complaints can never be completely discounted, and result in additional administrative and staffing expense. We offer day seminars and furniture-store courses to ensure your staff are optimally trained. In addition to technical expertise, we also teach your staff how to avoid complaints and provide customers with satisfactory advice.

STATISTICS

We offer an extensive statistics programme to support your quality management system, giving you the option of analysing cases, identifying damage causes, and implementing lasting improvements. All statistics may also be downloaded as PDF or Excel files. And the best part? This service is free of charge for you, as our customer.



UNBEATABLE PERFORMANCE.

AN OVERVIEW OF OUR POS PRODUCTS.

CONDITIONERS FOR LEATHER, SYNTHETIC LEATHER AND FABRICS

We've got everything you need when it comes to looking after and maintaining your upholsteries. Whether it be leather or fabric, regular cleaning and care – ensure your customers' furniture brings them lasting enjoyment.

LEATHER AND FABRICS GUIDE

From assembling upholstered furniture to relevant topics concerning leather/fabric-covered furniture, the guide may be used in furniture stores as a source of information for customer consultations.

UPHOLSTERY ATLAS

The upholstery atlas co-developed by POS serves as a benchmark for proper complaints assessment, and has become the industry's bible over the years.

CASES

To prevent damage when delivering or collecting furniture, we have developed special cases for upholstered furniture and mattresses. They are made from a padded, dirt-proof, water-resistant material, and their special handles enable safe transportation in cramped stairwells.

AIR CUSHIONS

Sit comfortably again – thanks to POS' aircushioning, sagging seats are a thing of the past. The cushion is installed by our service technician on site at the customer's premises, and the customer can then tailor the settings to ensure optimised, lasting sitting comfort.

GOOD SERVICE. GOOD LIFE.

POS Service Group

POS Polsterservice
POS Homeservice
POS Schadenservice

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