

WHITTINGTON & CO. WHAT OUR CLIENTS HAVE TO SAY

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What I like best about working with Whittington & Co.

How do you describe a company who really believes in customer service? Wetherlys Interiors as a Design firm has been a client of Whittington's since 1986. Watching the evolution of this company over the years has been an interesting learning process.

But now they have arrived, Whittington & Co is all about moving ahead, introducing new ideas and a refreshing outlook to this design business. But through all of the growing pains customer service is number one.

We as Designers have the privilege of working with a company who actually listens to what our needs are. Bringing a new style to their attention is a challenge they embrace. Trusting the team to come up with solutions to any dilemma is a fascinating process to watch, and in the end I am always satisfied.

The Whittington team has created & continue to work towards an enriched environment we are proud to bring our clients to. The showroom speaks of style and edge.

To me all these components add up to customer service. I look forward to having, happy & satisfied customers when using Whittington & Co. assets to my advantage.

Thank you
Whittington Team

Regards
Sharon Brownhill

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Having been in business for 22 years has given us many opportunities to try various manufacturers. We have seen all kinds...

So why do we love Whittington & Co.? Our clientele is medium to high end and Whittington fulfills the look and quality we need.

However where they exceed expectations is in their customer service. They can accommodate almost any custom detail request. They respond to emails and phone calls almost immediately in a most professional way (which is practically unheard of with many manufacturers) and if any issues have arisen they take care of it immediately. They take care of us the way we like to take care of our clients. What more can you ask for?

Have a look at this beautiful room where Whittington & Co supplied the sofa, love seat and 2 custom chairs. This room was featured by the way in a magazine last year.

Thank you Whittington for your wonderful support as a great upholstery supplier.

Marisa Lupo
co-ownen

Lumar Interiors
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I like working with Whittington because of the people, the product and the service.

For years, Gil and the entire team at Whittington have been nothing but supportive of me and my business. I have never once hesitated to bring my clients in or to send them in on their own to view the great quality furnishings. Your team has always dealt with my clients with the utmost professionalism and prompt, client-focused service. Whittington also delivers on great quality products.

I have many Whittington stories. Here are just two that reflect Whittington's commitment to service.

I have a client who recently hired me for a second round of work at their home. When meeting with them, I had a look at their 4 year old Whittington furniture which was still in great shape. When I commented on how great it looked, the client said that they had called Whittington on their own and had requested to have some of the throw pillows that were made for them 'puffed up' with some new filling. The client was brought in right away and the cushions refilled at no additional cost to them. The client was thrilled and have since referred Whittington to several of my other clients. What I love about this story is that at no time did the client have to involve me, the matter was simply managed on my behalf.

Whittington helped me with some special pricing for the Fall Home Show several years ago, since the sectional I was ordering was very large and expensive. When the sectional was delivered to the National Trade Centre for the show, we found the seat cushions were not 'sitting' properly because of the fabric we had selected. Whittington's representative came down to the National Trade Centre the day the delivery was made and took all the cushions back, make revisions to ensure the seats were comfortable. They returned all 12 cushions absolutely perfect seating to us back at the NTC first thing the next morning just in time for the show's start.

I approach my clients with great confidence knowing that the Whittington team will always stand behind what it manufactures. A guarantee of excellence is often difficult to come by these days with the influx of foreign manufactured goods, but I have 100% complete faith in the people, the products and the service at Whittington.

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When I first met with Whittington's back in 2005 we sat down and discussed their company and what services we could both bring to the table. At this meeting, I was impressed and warmed by their willingness and pride to show to me and my clients their Canadian organization.

Over the years I have partnered with Whittington's, my clients have become more design savvy with the use of the internet and, Whittington's has realized this and caters to their knowledgeable questions. My clients have also benefited from their professional and detailed approach to producing a product of style and beauty. It starts in the showroom where we are given a warm welcome by a Whittington representative, where we are able to take time to select both the style of furniture and fabric without feeling rushed and, that leaves my clients feeling they are important and have been part of the selection process. The ability to be able to take a client on a tour of the Whittington facilities just proves Whittington's commitment to service - the client can see their furniture being made and meet the conscientious and dedicated staff whose commitment to their work delivers the final product.

Whittington's take pride in their work and it shows !
Thank you.

Frank Sharpe
Timeless Reflections

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Let me count the ways...

Whittington & Co. is leading the way in the return to simple, quality, hand-crafted furniture but with a definitive modern edge. Unrelenting in its pride of craftsmanship, Whittington & Co. products consistently stand out from the crowd. Andrea Wilkie's upholstered linen bullseye coffee table has clean lines, stitch detailing, perfect proportions, and exudes classic elegance - a winner in every category! This piece, and its knowledgeable and creative designer, are just two of the reasons I feel confident when choosing Whittington & Co. and the reason they're rapidly becoming my go-to resource for stellar furniture.

Cheers!

Enza Perruzza,
Staging & Redesign Professional
www.allstagedup.com

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Gil you know that I have always loved whittington furniture. I have dealt with you since the 80's. I'm sure you won't even remember that far back. Even though I am not the most prolific decorator you have I have always been treated with respect and appreciation for the business I do with Wittingtons. You personally have always been a sweet heart. I don't want to win as I am semi retired but I couldn't let this opportunity slip by without telling you and all Whittington's personnel how great you are and how fortunate we all are to have your fabulous furniture available to us.

Peggy

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We have had the pleasure of working with Whittington & Co. for several years on a wide range of custom upholstered furnishings for our clients. Their team of showroom staff and talented artisans are professional, knowledgeable and provide the utmost customer service. They always share our enthusiasm of creating unique custom pieces whether traditional or contemporary in style. Whittington also shares our philosophy of using superior quality materials that are locally sourced and environmentally friendly. Their personalized service, commitment to deadlines and meticulous attention to detail has resulted in a valuable partnership.

Kimberley Morris
Kimberley Morris Interior Design
Toronto, Canada

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My recommendation for Whittington comes after using you to manufacture our furniture almost since the inception of the company in the nineties through the latest purchase of the company.

I HAVE CONFIDENCE IN - THE PRODUCT - furniture is superbly crafted consistently, from pattern matching to final inspection

THE PROCESS - no hidden secrets in the manufacturing, always willing to explain the process and demonstrate how furniture is made

THE PEOPLE -pleasant , helpful and well trained staff in the very current showroom and manufacturing facility make it a pleasant experience for our customers

Thank you for your excellent service over the years.
Anne Smith, owner
Buy The Yard Interiors Ancaster Ontario