

General BDI Questions

Does BDI sell directly to the public?

BDI products are available through authorized dealers.

What is BDI's warranty?

BDI only warrants products sold through authorized retailers only.

Who do I contact if I have a problem or question about my BDI furniture?

If your furniture arrives **physically damaged**, please contact the retailer where you purchased the item. If you are missing **hardware**, please send an email to customerservice@bdiusa.com and we will respond to your request within two working days. Please be specific with the following information (which can be obtained from your BDI instruction sheet):

1. Style and Model you purchased
2. Name of the store where the item was purchased
3. The name and part number of missing piece (reference the parts list on the instruction sheet)

Why might my wood finish appear different than it did in the store?

BDI's pieces that contain wood are constructed of natural wood and wood veneers. It is the nature of wood products that variations will exist in finish and wood grain from one piece of furniture to the next. This is to be expected with any wood products and is part of the natural beauty of the product.

Are wood finish samples available?

BDI only makes wood samples available only through authorized retailers. Please contact your local dealer to view samples.



Home Theater Furniture

How much weight will a specific TV stand hold?

All individual model web pages list BDI's recommended TV sizes and weight capacities. These are very conservative guidelines. With TVs, you generally want to look at the aesthetics of the TV on the stand to see if the unit looks right before you worry about the weight concern. If the TV appears top heavy or hangs over the side of the unit it is recommended that you go to a larger size stand. BDI stands are sized to accommodate most A/V components (DVD player, A/V Receiver, etc.). Refer to the listed frame opening, shelf depth and shelf capacity to determine if the BDI stand that you are interested in accommodate your system.

What are the specific dimensions of a certain BDI TV stand?

Dimensions such as overall measurements, top and lower shelf capacities, maximum component depth and overall frame opening can be found on the individual web pages for each model.

Is the glass tempered?

Yes. All glass used in BDI Home Theater furniture is tempered safety glass.

What do I do if a shelf arrives broken or scratched?

Every effort is made to provide you with a well-packaged, high-quality product at a good value. If one of your shelves arrives cracked, chipped or otherwise damaged, please contact the retailer where you purchased the product. Please be aware of the industry standard with regards to scratches and minor imperfections in commercial glass. If the minor imperfection is not visible to the naked eye from three feet away in regular lighting conditions, then it is considered acceptable.

Can I purchase an additional shelf for my BDI stand?

Although BDI can facilitate a replacement for most any damaged component, BDI cannot accommodate requests to purchase additional components for other purposes. Your BDI Dealer is best suited to fulfill such purchase requests.

How much assembly is required?

Most BDI Home Theater furniture ships flat and is ready to assemble (with the exception of the AVION model which ships assembled). The different models require varying level of skill to put together, but all are engineered to assemble quickly and easily, and no stand should ever take more than 30 minutes to assemble.

How do I clean my BDI Home Theater furniture?

All glass shelves and tops can be cleaned with any commercially available glass cleaner. Wood and steel parts should be cleaned with a slightly damp (not saturated) cloth towel. If moisture remains, dry the surface with a cloth towel. If needed, a gentle non-abrasive cleanser may be used, but be sure to wipe off all cleaner residue and dry surface with a cloth towel.



Mirrors

Are BDI's mirrors tempered glass?

No. Mirrors cannot be constructed of tempered glass as this would cause distortion in the reflection.

What are the specific dimensions of a certain BDI mirror?

All mirror dimensions can be found on the individual mirror's web page.

How do I hang my BDI mirror?

All mirrors are shipped with hanging instructions and hardware. In many instances a hanging template is included as well. All mirrors with shelves hang on two points for added security.



What do I do if my mirror arrives broken or scratched?

Every effort is made to provide you with a well-packaged, high-quality product at a good value. If your mirror arrives cracked, chipped or otherwise damaged, please contact the retailer where you purchased the product. Please be aware of the industry standard with regards to scratches and minor imperfections in commercial glass. If the minor imperfection is not visible to the naked eye from three feet away in regular lighting conditions, then it is considered acceptable.

How do I clean my BDI mirror?

All mirrors and glass shelves can be cleaned with any commercially available glass cleaner. Wood and steel parts should be cleaned with a slightly damp (not saturated) cloth towel. If moisture remains, dry the surface with a cloth towel. If needed, a gentle non-abrasive cleanser may be used, but be sure to wipe off all cleaner residue and dry surface with a cloth towel.

Tables



What are BDI tables constructed of?

BDI's tables use the highest-grade steel, glass and wood materials to insure the best quality.

Is the glass tempered?

All of the glass in BDI tables is tempered with the exception of the Mezzanine and Union tables.

What are the specific dimensions of a specific BDI table?

All table dimensions can be found on the individual table's web page.

How do I clean my BDI table?

All glass shelves and tops can be cleaned with any commercially available glass cleaner. Wood and steel parts should be cleaned with a slightly damp (not saturated) cloth towel. If moisture remains, dry the surface with a cloth towel. If needed, a gentle non-abrasive cleanser may be used, but be sure to wipe off all cleaner residue and dry surface with a cloth towel.

What do I do if a BDI table arrives broken or scratched?

Every effort is made to provide you with a well-packaged, high-quality product at a good value. If your table arrives cracked, chipped or otherwise damaged, please contact the retailer where you purchased the product. Please be aware of the industry standard with regards to scratches and minor imperfections in commercial glass. If the minor imperfection is not visible to the naked eye from three feet away in regular lighting conditions, then it is considered acceptable.