

EcoBalanza

Frequently Asked Questions

1. Why should I care about buying a sofa that is free of toxins?

Researchers at Duke University and University of California found that 85% of couches contain toxic flame-retardants in addition to a wide range of other chemicals including as formaldehyde, phthalates and CFCs. These chemicals have been linked to health issues including: cancer, lower IQ scores, attention deficit hyperactivity disorder, thyroid disorders, neuro-developmental and fertility problems.

That is why we go to great lengths to bring your family 100% toxin free furniture and we're eager to share with you exactly what's inside everything we make. We carefully select organic materials and eliminate petrochemicals altogether in the materials we use inside your sofa. Our furniture contains NO chemical flame retardants. Certified organic Dunlop -based latex is used instead of soy foam or blended latex, FSC certified solid wood frames replace formaldehyde treated pressboard, and organic cotton and organic wool batting is used instead of man-made alternatives, our finishes have 0% VOC and we offer a broad range of certified upholstery fabric options.

2. What commitment does EcoBalanza have sustainable manufacturing?

We are deeply committed to preserving the environment. That is why we use only non-toxic materials, which also happen to be sustainable. We are committed to responsible sourcing and use only FSC-certified wood for our frames. We select organic wool and cotton and sustainably harvested latex for our cushions. For customers who select polyester upholstery, we have a recycled-only version available and for those who want for additional stain resistance, we offer Greenshield. To make sure that our products tread lightly, we've designed our manufacturing environment around biodegradability and recycling.

EcoBalanza is a member of the Sustainable Seattle' PNW Resilience Challenge's multi-year initiative aimed at enhancing small business sustainability and resilience.

3. How does EcoBalanza support the local community

We believe that true sustainability extends to the web of people who supply our materials and build our furniture. All of our products are hand-built in Seattle by our craftspeople in collaboration with a close-knit community of artisans, farmers and suppliers, many of whom are women-owned businesses. We work with local, family-owned farms to source our wool and cotton whenever possible.

We are a proud participant of [SeattleMade](#), an initiative to grow and support our urban manufacturing and producer economy.

4. There are a lot of companies now that claim to be “eco”, “natural” or offer “green packages”. How are their products different from EcoBalanza's products?

We would venture to say that if you dig a little into the materials and processes used to manufacture these “eco” pieces of furniture, you will be disappointed. Minor adjustments may have been made to existing conventional processes (such as replacing foam with flame retardants with non FR treated

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foam*) feather (and maybe some lesser quality down), or by simply making 30% of the foam with soybean oil to reduce the amount of petroleum-based products used. Some use recycled materials (such as plastic bottles for pillow “fibers”), again, better than the conventional alternative, but are they as comfortable as our kapok and wool stuffed pillows? Are these “green” furniture lines still produced in the same factories where chemicals are being used in their conventional lines of furniture and where inexpensive materials are used to keep costs down?

While we applaud any movement toward less toxic, and more environmentally friendly practices and materials, as well as donations to environmental organizations, does that mean that these companies are truly “green” and committed to environmentally sound materials and practices? Asking a lot of questions is a good way to start understanding what these companies are really selling and where their true priorities lie.

*It is important that consumers who chose the No FR treated foam approach make sure to have a cover over the foam be flame retardant, as flexible polyurethane foam is *still* highly flammable, will burn fast and hot and emit [toxic fumes!](#)

5. What makes an EcoBalanza piece an heirloom?

Our furniture is *made to last, built by furniture craftsmen by hand with superior materials*. We use a tried and true traditional method of tying steel coils (recycled ones) with jute fiber cord eight times. This method makes our furniture not only incredibly strong, but also extremely comfortable. Our frames are solid wood, and our organic latex cushions are wrapped with luxurious organic wool that will last much longer than standard furniture grade polyurethane foam. Plus the wool is naturally fire-retardant and anti-microbial! We know you’ll be able to hand this furniture down to your grandchildren. In addition, no VOC will be emitted as we use 0% finishes and we use solid wood vs. plywood or pressed wood. In contrast, typical conventionally made furniture is more often than not made to be inexpensive or to be changed out often and therefore it often has inferior materials that will not last, thereby contributing to more landfill waste.

6. Does EcoBalanza offer a guarantee?

Yes, we offer a life-time guarantee on the structure of everything we build. Our customers find that at some point they may need to recover their sofa – depending on the fabric they selected. Recovering a sofa is not covered in the guarantee – but any structural issues are.

7. What kind of customization is included with my EcoBalanza sofa?

We offer 10 standard styles which we will customize to fit your shape, usage, and style. Are you short and petite or built like a quarterback? Do you lie down across the coach, or do you sit up with pillows behind your back to visit with a friend or to read? Do you want a unique piece? Conventional furniture is made for the non-existent “average” consumer, so the dimensions and design might not work for you. We will ‘sofa-fit’ your EcoBalanza piece to your body and your life.

8. Does EcoBalanza only make sofas?

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No, in addition to sofas, each standard model style includes chairs, loveseats, sectionals, ottomans, headboards, pillows and cushions.

9. What kinds of fabrics are available?

We offer a broad range of certified and natural fabric options. These include fabrics made out of natural fibers such as wool, hemp, organic cotton, linen, alpaca, ramie*; certified vegetable tanned and dyed leather, and certified recycled polyester fabrics.

10. Does EcoBalanza make custom pieces?

In addition to the 10 standard models we offer, we also make custom pieces to your own specifications.

11. Can EcoBalanza make sofa cushions?

Yes, we manufacture a range of accessories including custom cushions and pillows to complement your piece.

12. Does EcoBalanza have a showroom?

No, we do not have a showroom. However, we do invite you to visit our workshop in Seattle, Washington to see, smell and touch our all natural materials and see our craftspeople in action. Call us at 888.220.6020 to schedule your visit.

13. How long will it take to manufacture my piece?

Each piece has its own timeline, depending on how many orders are ahead of you, the amount of customization desired, the size of the piece and availability of the fabric and other materials, and where the piece needs to be shipped to. However, we strive to ship most orders within a 12 week window when possible.

14. Can my order be cancelled after I have put down my deposit?

After we have started to build your furniture or ordered and cut the fabric, we cannot cancel an order.

15. Can furniture be returned?

We stand behind every piece that we make and will work with you to remedy any issues you may have with your sofa.

16. How can I ensure that my furniture is shipped and delivered safely?

EcoBalanza has years of experience shipping large pieces of furniture all over the country (and outside the country as well). We are proud to offer White Glove shipping service to all customers, which includes placement of furniture inside your room of choice (including 2 floors) unpacking, and debris removal. There are additional charges for delivery to floors higher than the 2nd floor. Contact us for an estimate.



17. Can I buy a sofa from your website?

Because we focus on building each piece in accordance to the individual needs of our customers, and we do not manufacture 'one-size-fits-all' pieces, our website is not ecommerce-enabled. Call us at 888.220.6020 to start a conversation about how we can customize one of our 10 standard styles for you or build you a custom piece.