

Frequently Asked Questions

Find answers to some of the most frequently asked questions about our decorative grilles, including measuring and sizing, customisation, samples, returns, installation and care guidance.

Measuring & sizing

How do I measure for a grille?

Please refer to our full '[How to Measure](#)' [Guide](#) for detailed measuring instructions.

What is a rebate/overlap?

The rebate is the recessed area behind a door panel where the grille is positioned. Measuring the rebate correctly ensures the grille fits accurately while allowing the outer edges to remain concealed for a neat and seamless finish.

Please refer to our '[How to Measure](#)' [Guide](#) for further guidance.

What happens if my measurements fall outside the allowed dimensions?

In some cases, we may be able to manufacture grilles outside of the stated minimum and maximum dimensions. Please contact our Customer Experience team using the *Enquire now* option on the product page or email sales@armacmartin.co.uk with your required measurements, and we will be happy to advise further.

Customisation

Do you offer custom-shaped grilles, such as arched or circular designs?

Yes, as all of our grilles are hand fabricated, we can produce custom-shaped designs including arched and circular grilles. To manufacture bespoke shapes accurately, we require a sturdy cardboard or MDF template to work from.

Please contact our Customer Experience team using the *Enquire now* option on the product page or email sales@armacmartin.co.uk with your measurements, shape requirements, and any relevant drawings, and we will be happy to advise further and provide a quotation.

Can I choose different finishes for the grille and mesh?

Yes, as all of our grilles are hand fabricated, we can offer different finish combinations across grilles, mesh, and rosettes to suit your project requirements.

Please contact our Customer Experience team using the *Enquire now* option on the product page or email sales@armacmartin.co.uk with your measurements and preferred finish combinations, and we will be happy to advise further and provide a quotation.

Ordering

How do I order a sample?

All of our grilles are available to order as a **250mm x 200mm sample (8" x 10")**. We offer a selection of standard samples that are available to purchase and can typically be dispatched within 2–3 days.

Bespoke sample requests are made to order and generally have a lead time of 6-8 weeks. Please contact our Customer Experience team using the *Enquire now* option on the product page or email sales@armacmartin.co.uk with your sample requirements, and we will be happy to advise further and provide a quotation.

How long will my order take?

All of our grilles are made to order and typically have a lead time of **6-8 weeks**.

What is your return policy?

As all of our grilles are made to order, they are not eligible for returns, exchanges, or refunds. Please review our '[How to Measure](#)' Guide carefully before placing your order to ensure all measurements provided to us are correct.

You can view our full refund policy [here](#).

Installation & care

How do I install my grille?

There are several ways to install our grilles depending on the application and project requirements. The most common installation method can be found in our '[How to Install](#)' Guide. For any additional advice or support, we recommend consulting a qualified joiner or contractor.

How do I clean and maintain my grille?

Living: Our living and unlacquered finishes are designed to naturally oxidise, allowing the surface to age and develop character over time. To gently remove dirt or dust, we recommend the occasional use of a damp cloth with mild detergent. All hardware should be dried thoroughly after cleaning to prevent staining.

Lacquered: To maintain and preserve our lacquered finishes, we recommend occasionally cleaning with a damp cloth and mild detergent. The grille should always be dried thoroughly after cleaning to help prevent staining or marking.

Plated: To preserve the appearance of our plated finishes, we recommend the occasional use of a quality metal polish. A damp cloth with mild detergent can also be used to gently remove any dirt or dust.