



Getting Started

Buying a staircase is a big task that can seem intimidating at first. Not to worry! We made this guide to help you gather the information and measurements you'll need before making your purchase and provide additional information for you to reference afterwards. If you review all the information in this guide and on our website, but still find you have questions, please contact us via email at sales@contemporarystairways.com. Our support team is happy to help!

What measurements do I need?

Floor-to-floor height

The first and most important measurement you need to know is the finished floor-to-floor height. This measurement will determine how high of a staircase you can put in your space, along with the number of treads you'll need. You can measure your floor-to-floor height by starting at the bottom floor where you will be installing your stair. From there, measure up to the finished floor (being sure to include any sub-flooring or carpeting) that you intend to utilize on the upper floor.

Number of Treads (Not Including Landing)	Minimum Height (Inches)	Maximum Height (Inches)
9	75	92.5
10	82.5	101.75
11	90	111
12	97.5	120.25
13	105	129.5
14	112.5	138.75

Staircase Footprint

The diameter can be defined simply as the overall width of the stair. This is important when considering how much space you'll need, particularly when it comes to floor area and any other furniture or fixtures that the stair will need to fit in-between. For example, if you think that a 47" diameter stair would be right for your space, mark a 49" x 49" space on the floor with painter's tape to make sure nothing interferes with the stairway. This should give you a good idea of how well the stairway will fit.

Stair Diameter (Inches)	Required Floor Opening (Inches)
39	41 x 41
47	49 x 49
55	57 x 57
63	65 x 65

Post-purchase care

What is your warranty policy?

Contemporary Stairways offers a **No Worry 5 Year Limited Warranty** covering any manufacturer's defects. If you have an issue with your product, please contact us as soon as possible. Please note that our warranty applies to staircases that experience "*reasonable wear and tear*". The warranty does **not** cover misuse of the stairway, improper installation, or damage due to "Acts of God", such as natural disasters or extreme weather conditions. This warranty only extends to the original purchaser. The warranty or any actions or claims based thereon are not assignable or transferable.

Do you accept product returns?

Please check with your retailer about their specific return policy. Product must be in original packaging and in re-sellable condition.

Can I buy spare parts for my product?

Normally, our stairs last for decades. However, with everyday or incorrect usage, every now and then a part can break. Things happen! If you need a spare part, please contact us via the contact page on our website and describe exactly which staircase and which part you need. If you can, please send photos to aid us in identifying the correct part quickly.

My product arrived damaged or with parts missing - what can I do?

We always produce and pack our products with great care so that they arrive properly and without damage. However, should a situation arrive where your product is damaged upon arrival or parts are missing from your order, we apologize and will of course take action to correct the situation.

If a product arrives damaged or you have another concern, please contact us via the contact page. To speed up the process, please include pictures of the damage, the packing/delivery slip, and any other relevant photos.

In the event of missing parts, please take a look at the components section of your installation manual and make a note of what parts you need, and how many. If you send us a list, we can supply you with the missing parts ASAP.

Questions or concerns? Contact us!

If you have a question about the buying process, our products, or a concern about your purchase, please contact us and we will reach out to help as soon as we are able.

Contemporary Stairways

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Downloads hub

To ensure you have the most current installation instructions or technical documents for your product, please head to our downloads hub at contemporarystairways.com/downloads or click the button below.

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