



RETURNS & EXCHANGES

14 DAY SATISFACTION GUARANTEE

Your home should be perfect. This is why we offer a 14 day no questions asked return policy. If you decide that you're not satisfied with your Furniturespot purchase, we want to help. Below, you'll find the information you need to complete a successful exchange or return of your Furniturespot product.

CUSTOM PRODUCTS ORDERS VS STANDARD PRODUCT ORDERS

You can order two different type of products on our platform.

STANDARD PRODUCT ORDERS

Our standard products are those products you can order directly from our platform. You can choose between standard sizes, our standard colour and fabric ranges and/or our material options. Your standard product order can be exchanged and/or returned. Please find below our exact return & exchange terms.

CUSTOM PRODUCT ORDERS

Some of our products can be custom made. You can choose your own dimensions, your own colour, your own materials and/or choose your own fabric. However, your custom made product order cannot be exchanged or returned. If there is an error or defect Furniturespot will rectify the same. Please find below our exact terms for custom made orders.

EXCHANGES

We offer an exchange of the product within 14 days of delivery. **Please note that exchanges are not possible on custom made product orders.**

To exchange a product, get [in touch](#) with our team. They will note the piece(s) you'd like to exchange, and work with our delivery partners to coordinate a pick-up and drop off date. Exchanges are always subject to product availability at the time of the request for exchange. If a products is not available, we will ask you to await for availability or we will offer you a full refund.



In the event you exchange for a product that costs less than your initial purchase, the difference will be refunded back to the payment method used in the transaction. Please note it may take up to 10 business days for your refund to appear in your South African bank account.

Should you choose to exchange for a product that costs more than your original choice, the customer care agent will help you organize your exchange and will process your outstanding charge.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

EXCHANGE SHIPPING FEES

You will be responsible for paying for your own shipping costs for returning your product, as well as delivery of the new product. Shipping costs are non-refundable.

EXCHANGE IN ORIGINAL PACKAGING

We love our furniture, and we want you to too. When we ship our products, we pack them very carefully to avoid shipping damage. We ask that you place your returned product in its original packaging prior to return.

EXCHANGE MUST BE IN AS NEW CONDITION

We are only able to accept exchange products in as-new condition. Products with scratches, stains, damages, drilling, or other modifications caused after the product was shipped to you cannot be exchanged.

RETURNS

Our return policy terminates 14 days after delivery of a product to you. If 14 days have elapsed after delivery, unfortunately we can't offer you a refund. **Please note that refunds are not possible on custom made product orders.**

To start your return process, [get in touch](#) with our team. They will guide you through the process of your return.

To be eligible for a return, your product must be unused and in the same condition as when you received it. It must also be in the original packaging.



Partial refunds may, at the discretion of Furniturespot, be granted in the following circumstances:

- Any product not in its original condition, is damaged or missing parts for reasons not due to our error;
- Any product that is returned more than 14 days after delivery.

The returned product will be inspected within 72 hours of arriving at our warehouse. Once we've determined that it is in as-new condition, our team will process your return and issue a refund. All products need to be returned to our factory. Our customer service agent will provide you with our factory address.

You will be responsible for paying for your own shipping costs for returning your product. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Please note it may take up to 10 business days for your refund to appear in your South African bank account.

RETURN SHIPPING FEES

You will be responsible for paying for your own shipping costs for returning the product. If you decide to return your Furniturespot product(s), we will refund the purchase price less the return shipping fee.

RETURN IN ORIGINAL PACKAGING

We love our furniture, and we want you to too. When we ship our products, we pack them very carefully to avoid shipping damage. We ask that you place your returned product in its original packaging.

RETURNS MUST BE IN AS NEW CONDITION

We are only able to accept returned products in an as-new condition. Products with scratches, stains, damages, drilling, or other modifications caused or effected after shipping cannot be returned.

SALE PRODUCTS

Any product marked as "Sale" or in our 'Specials' range at the time of transaction is not covered by our return policy. Sale products can be exchanged under certain circumstances. Please refer to our 'Exchanges' section for more information.



ADDITIONAL SERVICES

Additional service fees paid are non-refundable and cannot be exchanged.

This includes fees paid for interior design consults, for assembly service, and for delivery and returns, as well as other fees charged by third parties.

Any Furniturespot products shipped outside of South Africa are not covered by our return and exchange policy.

WARRANTY

Sometimes the universe conspires against us. In the unlikely event your Furniturespot product is delivered to you in a less than perfect condition, please email photos to support@furniturespot.co.za or call our customer care team. We require you to send us photos within 24 hours of delivery.

All our products are made just for you with the greatest craftsmanship and devotion. All our products come with a 12 month warranty on defects in workmanship, materials and construction from the date of purchase based on reasonable use. We will also guarantee that the material is free of degradation resulting from other than ordinary residential wear and tear for 6 months from the date of purchase, based on reasonable use.

Warranties do not apply to:

- 1) Defects that result from negligence, misuse, accidents or commercial use by you.
- 2) Any condition resulting from incorrect or inadequate maintenance, cleaning or care.
- 3) Any condition resulting from other than ordinary residential wear or from any use for which the product was not designed.
- 4) The colour fastness, dye lot variations, wrinkling, or wear of fabrics or leather.
- 5) The softening of filling materials under normal use.

If you're experiencing a warranty issue, [get in touch](#) with our team. We will work to address the issue and ensure that the product is good as new. This may involve shipping your replacement parts, organizing repair, or a complete replacement (at our discretion).



Please note that warranties are not transferable and cannot be extended to re-sold products. Warranties are only valid when products are used for their intended purpose, and exhibit normal use.