

## Delivery & Returns Policies

Afrofurn uses a respectable and reliable courier service provider for all deliveries.

### Our Returns Policy

Buying online does not allow you to “look and feel” the item you wish to purchase. It may not meet your expectations for whatever reason. Don’t worry- we’ve got you covered. It’s our job to ensure you are happy.

In short, our commitment to you is –

- We offer FREE SAME DAY RETURNS

Or,

- You can return your purchase within 30 days. The delivery and any handling fees will have to be covered by you.

### Free Same Day Returns

When your delivery arrives (we would have messaged you the Waybill Number with tracking Number), inspect your purchase; feel it, sit on it and if you are happy, the delivery team will place your item and be on their way.

If your purchase is delivered and you are not 100% happy with your purchase at the time of delivery, please call or message the salesperson you dealt with and explain your situation. Should we be unable to resolve your concerns, we will arrange same day collection if possible. Please ensure your purchase is repacked in its original packaging and it will be returned to the warehouse at no extra cost. We will then arrange a credit or refund, whichever you prefer.

### 30 Day Hassle-Free Returns

You can return the furniture within 30 days of the delivery date.

A few important points to note:

- The product must be unused and in its original condition.

- The product must be repacked in its original packaging or securely packaged to protect it on its return journey to our warehouse.
- The item will be inspected upon arrival to determine that no damage has occurred and that it is in a sellable condition.

A refund or credit will be issued for the purchase price of the product less any third-party merchant fees. In some cases, we may charge a 10% handling and restocking. Delivery and return transport costs are not refundable.

## **Delivery and Collection Policies**

### **Delivery Policy**

The cost of delivery will be forwarded immediately after receipt of payment. Delivery charges are based on product size (volume) and distance. Afrofurn uses a respectable and reliable courier service provider. You will be contacted to arrange a convenient time for delivery. Reasonable endeavours will be made to deliver the product on the arranged time and date.

Circumstances that are unforeseen or beyond Afrofurn's control may result in changes to the agreed delivery date and time of which the customer will be contacted and alternative arrangements will be made.

The customer must ensure that the area for the item to be placed is accessible; the customer should also check that all access points are sufficient and that the items will fit through doorways and into lifts. Clear the way for delivery to take place including removing any breakables. If a hoist is required to lift product through windows or over balconies this must be arranged by the customer.

The customer will be charged for additional delivery costs due to failed deliveries, access problems and/or failure to adhere to the appointment time for the delivery/collection.

### **Collections Policy**

The customer or person collecting the items must produce documentation proving this person is authorised to collect the goods before you release the items. On signing for the collection, the customer agrees that the goods are in good condition. Afrofurn will not in any way be liable for damage that may occur after the products have been handed over, during the loading or whilst in transit. It's the customer's responsibility to ensure that a suitable collection vehicle is utilised which accommodates the size of the item in an upright position and that they are loaded and secured to prevent damage. It is recommended that suitable ropes and blankets are used to protect the items during transit.