

Aftercare & Warranty & Return Policy

All products sold by our company come with a 12-month manufacturer warranty, ensuring that customers receive high-quality items.

If a product is found to have manufacturing errors and is not of reasonable quality, it will be repaired or replaced according to the terms of our warranty.

The decision to repair or replace the item will be made by management and our suppliers, with replacements being provided for the same item unless it is unavailable.

Returns Policy

Our returns policy allows customers to return any product they are unhappy with within 14 days of delivery if it is in its original packaging. A refund will be issued, minus the cost of delivery and collection.

Please note that all exchanges and returns are subject to a collection/exchange fee, and the original delivery fee is non-refundable. It is important to mention that we reserve the right to refuse a return if the item has been damaged by the customer after delivery.

If you require assistance with a completed order, our support team can be contacted by contacting us. Please include a copy of your receipt, pictures of any issues with the product, and a brief description of the issue.

If you wish to cancel your order, but it has already been processed or a delivery has been booked, a cancellation fee of up to the cost of delivery may be charged.

All items are covered by the manufacturer's warranty, and any faulty items reported will be checked by our specialist homes serve team.

If necessary, the item will be repaired on-site or sent back to the manufacturer for further action. Our aim is to send back repaired items within 2 weeks.

If you need to return an item, please ensure that it is sent back in its original form and at your own cost. Please note that all custom-made items are exempt from our return policy.

It is important for customers to thoroughly check the size, quality, colours, and fabrics of items before placing an order, as colours may vary slightly from the swatches.

Additionally, it is the buyer's responsibility to check the items upon receipt.

Exchanges

Customers who wish to exchange their order must do so within 14 days of delivery, ensuring that the original items are unused and in their original packaging to be eligible for an exchange.

A £50 admin fee, along with an additional delivery fee, will be charged for all exchanges, and the original delivery fee is non-refundable.

Exchanges will not be accepted if the item has been damaged by the customer after delivery, and customers must cover the price difference for items of a higher value.

Exchanges will be declined if the items to be returned have been used or damaged by the customer, and custom-made or bespoke items are not eligible for exchange.