

## FURNITURE CLEARANCE

This policy is valid for all furniture sold by Furniture Clearance.

### 1. PRODUCT GUARANTEE POLICY

- 1.1. Proof of purchase is required for the terms of the guarantee policy to come into operation.
- 1.2. Guarantees are only applicable to items that have been used in a domestic environment and will not apply to items used for commercial purpose unless specified otherwise.
- 1.3. Guarantees are not applicable to soiled items sold "voetstoots" or "as is".
- 1.4. In the instance of a manufacture defect only, should the customer have paid a delivery fee for home delivery, Furniture Clearance will arrange for the collection and return delivery of the item at no cost to the customer.
- 1.5. The customer will be requested to sign an agreement before the goods are taken back under warranty. If the item is found to be soiled or damaged, the warranty will automatically be waived. In that case and/or in the case of a normal wear and tear, misuse and abuse, the customer will be liable for cost of collection and return delivery of the item. If the customer do not honour the re-payment of these costs within 30 days, the repaired item will be sold as used/soiled to recover these costs.
- 1.6. Furniture Clearance reserves the right for a company appointed or manufacturer representative to inspect the item before a repair or replacement is considered.
- 1.7. Upholstered furniture
  - 1.7.1 Upholstered furniture such as sofas and chairs are guaranteed for one year from date of collection/delivery in respect of the frame and craftsmanship.
  - 1.7.2 Should the item be subject to such a manufacture defect, Furniture Clearance will repair or replace the item at its discretion, at no charge once it has been returned to Furniture Clearance.
  - 1.7.3 The guarantee does not extend to the fabric and filling used to upholster the item as this is subject to wear and tear with usage in the domestic environment, or any normal wear and tear associated with domestic use.

## 1.8. Timber products

- 1.8.1 Timber products are guaranteed for one year from date of collection/delivery.
- 1.8.2 Should the item be subject to a manufacture defect, Furniture Clearance will repair or replace the item at its discretion, at no charge once it has been returned to Furniture Clearance.
- 1.8.3 The guarantee does not extend to normal wear and tear associated with domestic use and natural wood effects or characteristic imperfections such as minor cracking and shrinkage and changes in colour with time.
- 1.8.4 This guarantee does not extend to products that have been left outdoors or in contact with water, unless it is clearly indicated on the packaging of the product that it may be left outdoors with no cover.
- 1.8.5 Very often parts of the furniture that are invisible to the eye would be left raw, without finishing. And pieces of wood with physical defects, such as minor cracks, would be used in those parts of the product. It is common practice in the industry and it does not constitute a defect that can engage the guarantee of a product and/or justify the return of a product.

## 2. DELIVERY AND COLLECTION POLICY

- 2.1 All purchased items are made available for collection at Furniture Clearance
- 2.2 Should the customer wish for the purchased item to be delivered to their home, Furniture Clearance will arrange for an elected carrier to deliver the item(s) to their home on payment of a specified fee determined in relation to the delivery distance. A single delivery fee will be charged regardless of the number of items purchased subject to the maximum delivery space available within the delivery vehicle.
- 2.3 Should the customer's residence be more than one story or a flat above the ground floor, to which access is limited or the item is likely to be damaged if carried through the access points, then the item will be delivered to the lift or stairwell opening on the bottom floor only and further movement of the item will be become the customer's responsibility from that point forward. Should the customer require the item to be carried higher than the ground floor, the customer may engage with the courier in this regard. And

agreement will then be in effect, between the customer and the courier. Furniture Clearance will not be held responsible for any losses or damage incurred in the execution of this agreement even if verbal.

- 2.4 Delivery or collection may not take place until the purchase price has been settled in full.
- 2.5 The carrier will only deliver to the specified address to the customer who made the purchase, or to such person indicated on the delivery instructions as being authorized to accept delivery on behalf of the customer.
- 2.6 The time of the delivery cannot be guaranteed.
- 2.7 The person receiving the item(s) will be required to sign the proof of receipt/delivery to indicate that each item has been received undamaged.
- 2.8 Should the item be damaged, this must be indicated on the proof of receipt/delivery and the carrier and the person receiving the item must both sign the proof of receipt/delivery to this effect. The item will be returned to Furniture Clearance by the carrier
- 2.9 Furniture Clearance cannot be held liable under its guarantee policy for any damages visible at time of collection or acceptance of delivery that was not indicated on the proof of receipt/delivery by the customer
- 2.10 The delivery fee is charged in respect of delivery by the carrier to the front door only. Should the customer request that the carrier to do so, the item(s) will be placed in a room of their choice. Furniture Clearance will not be liable for damages caused to the item(s) or within the customer's residence as a result of such a placement within the residence.
- 2.11 Furniture Clearance is not liable for any damages caused by the carrier's delivery vehicle to the customer's residence.

### 3. EXCHANGE AND RETURNS POLICY

- 3.1 Any furniture item which is made-to-order or manufactured to customer specifications cannot be exchanged or returned unless the item is faulty or has not been manufactured in accordance with customer's specifications. The onus is on the customer to ensure that all specifications are clearly mentioned on the order.
- 3.2 Any unused furniture item returned sealed in its original packaging and in the purchase condition within 48 hours from date of collection/delivery will

be exchanged or refunded subject to the proof of payment being presented by the customer.

- 3.3 Furniture items are subject to 10% handling fee if returned for refund.
- 3.4 Furniture item which is made-to-order are subject to a 25% handling fee if returned for refund.
- 3.5 Refunds are only made by EFT into the account of the customer. The refund process can take up to 10 working days.
- 3.6 The exchange and refunds policy does not apply to mattresses unless the item(s) returned is due to a manufacture defects.
- 3.7 Furniture Clearance reserves the right for a company appointed or manufacturer representative to inspect the item before a refund, repair or replacement is considered.
- 3.8 No shop soiled items that have been reduced to clear will be accepted for refund or return.

#### 4. LAY-BY

- 4.1 Item(s) on a lay-by marked "reserved" will be stored away until fully paid, for a maximum of one month; the customer is guaranteed, except in a case of irresistible force, that the item will be available when paying it off.
- 4.2 In case of a lay-by with a validity ranging from 3 to 6 months, the goods will only be stored away and therefore become "reserved" the last month of the lay-by; provided the deposit/payments exceeds 50% of the lay-by value. Furniture Clearance reserves the right to sell the item(s) during the time of the lay-by agreement; before it becomes "reserved".
- 4.3 Lay-by agreements can be cancelled at any time before the expiry month without penalty.
- 4.4 Cancelling a "reserved" lay-by or a lay-by in the expiry month will attract a fee equal to 20% of lay-by value.
- 4.5 In the case of "Reserved" item(s), changing items on a lay-by is not permitted.
- 4.6 If the lay-by isn't fully paid, a month after it has matured, it will automatically be cancelled and cancellation fees when applicable will be charged.
- 4.7 Refunds have to be authorized by management. A fee of 10% of the amount refunded, or a minimum of R100, will be charged to cover banking

and admin costs. Refunds are strictly made by EFT . Refunds will be processed within 10 to 14 working days after approval.

- 4.8 Warehousing fees will be waived, in case of death of the customer or loss of permanent employment; provided the customer entered this agreement while permanently employed and/or alive. Supportive documents such as death certificate, employment contract and payslip will be required.
- 4.9 The onus is on the customer to provide valid proof of payments.