

UNWANTED PRODUCTS

In general, you can return an unwanted product to us at no charge, provided:

- it is undamaged and unused, with the original labels and stickers still attached.
- it is in the original packaging, which must be undamaged and in its original condition with all seals still intact (if applicable). Please refer to our FAQs for some examples. It is not missing any accessories or parts; it is not listed as products not eligible for return.
- a return has been logged within 30 days after delivery.
- you can only return a product if it is defective within 6 months from delivery.

NB! Our courier is entitled to refuse collection of a product that is not properly packaged for transport.

Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 7-10 working days. We are entitled to refuse a return if the unwanted product is returned damaged, not in a re-saleable condition or missing any accessories.

EXCHANGE

Products can be exchanged for an item to the same value of the original purchase price. In such a case, we will collect the product from you and deliver the requested product to you at no charge. If an exchange can't be processed, we will refund you within 7-10 working days after logging a return. We reserve the right to inspect the product to validate your return.

NOT ELIGIBLE FOR RETURNS

The following products are not eligible for a refund, exchange or credit:

- electronic vouchers
- wallpaper that has been used
- duvet covers, inners and pillows that has been used
- assembled furniture

Read our full refund & returns policy for more information.