

FAQ

01/ Do you take layby? Yes, we do take up to 4 Months layby. The payment would be divided by 4 with the down payment being a quarter of the total amount. Manufacturing will begin once 60% of the total amount is paid. Delivery will take place once the item is fully paid.

02/ How far do you deliver to? We deliver country wide as well as to neighboring countries. Should we not be able to deliver to your location, we will engage with courier services as well as manage the process for your convenience.

03/ What is your lead time? Our lead time is ideally 4 – 6 weeks (30 – 45 Working days). The bigger the order the longer the manufacturing time. Should we experience any delays or complications during manufacturing. You will be informed.

04/ Can you make furniture in different fabrics and sizes? Yes, we can make furniture in any fabric of your choice, including leather and according to your specified dimensions.

05/ Can I bring my own fabric? We do allow customers to supply their own leather or fabric.

06/ Does your furniture have a guarantee? Yes, our furniture has a 2 Year Guarantee, terms & conditions apply.

07/ Can we install our own products? We do not recommend self-installation and in that case, we will not be liable for any damage that may occur. We do prefer to install our own products. Please do also keep in mind that we charge for installation, price ranges depending on the item. From R 900 – R 3000 +.

08/ Can you come and take measurements at my house? Yes, we can come on site and take measurements provided a deposit has been paid. Alternatively, we charge R 1,500 measurements Call Out Fee. R 1,500 is credited against orders that are R10,000 and up. Should the measurements be provided by the client we will not be responsible for any errors due to incorrect measurements.

09/ What time do you open? Our trading hours are: Mon - Fri / 09:00 – 17:30, Sat / 09:00 – 17:00, Sun/ 09:00 – 15:00, Public Holidays / 09:00 – 15:00

10/ Where are you based? Our showroom address: Shop 104, Upper Level, Kyalami Corner Shopping Center, Kyalami, Gauteng & Our factory is in Roodepoort