

TERMS & CONDITIONS

Pertinent conditions, we will be happy to supply any further information you may require, should you have any questions or concerns do not hesitate to contact us on 011 468 1504.

01/ A 60% deposit is required to process the order.

02/ Payment of the deposit signifies acceptance of the quotation, terms & conditions.

03/ It is the responsibility of the client to ensure that the description of items on the quotation/invoice is correct.

04/ Delivery will be made within 30 to 40 working days; however, couches & tailored furniture (completely new order) may take up to 45 working days to be delivered. The client will be notified of any delays should they be encountered.

05/ Full payment is required prior to delivery.

06/ Exchanges are only applicable under the following terms:

A. If the items delivered are different from the items described in the invoice / quotation.

B. Trenerly Designer Furniture is notified of such a difference within 7 days from delivery date.

07/ Cancellations made within 7 days of the deposit being paid attract a handling fee equal to 30% of the invoice total amount. No cancellation or refunds permitted post 7 days of the deposit being paid.

08/ Upholstered furniture such as sofa & chairs are guaranteed for 2 years from the day of delivery / collection in respect of the time frame, craftsmanship & filings. The guarantee does not apply to the fabric used for upholstery the item as this is subject to normal wear & tear associated with domestic use, it also does not cover the fabric color fading or changing due to light exposure.

09/ Wooden products are guaranteed for 2 years from the day of delivery /collection. The guarantee does not extend to normal wear & tear associated with domestic use and natural wood effects or characteristics imperfections such as minor cracking / changing in color over time. This guarantee does not extend to an item that has been left outdoors.