

TERMS & CONDITIONS

By reading this notice you agree to be bound by the following terms and conditions. Please read them carefully. Your usage of the notice indicates your acceptance and understanding of these terms and conditions. If you purchase an item from Furniture Palace, it indicates your acceptance & understanding of these terms and conditions.

DISCLAIMER FOR PRODUCTS SOLD

Except as expressly stated herein, Furniture Palace makes no representations or warranties, either express or implied, of any kind with respect to products sold. In no event shall Furniture Palace, its Directors, Employees and Representatives be liable for direct, indirect, consequential or punitive damages related to the products sold.

ABOUT DELIVERY

We cannot be responsible for any late delivery or failure to deliver due to circumstances beyond our reasonable control. You will need to advise us of any changes in delivery instructions or circumstances.

At the time of delivery you or your representative will be asked to sign a form to acknowledge that the goods were delivered in good and proper condition. We will assume that anyone at the delivery address who receives the goods is authorized to receive them and provide the acknowledgement.

Where the purchaser requests the merchandise to be left unattended upon delivery, Furniture Palace accepts no responsibility for any loss or damage or theft that might occur thereafter.

If you need to postpone your delivery, please advise the showroom at least two days in advance and the next day delivery can only be done as per the delivery schedule running on that day of postponement.

Note that our delivery van drivers are instructed to bring your purchase through the main entrance, to avoid any unwelcome surprises, please inform our staff at the time of purchase of any special delivery requirements. It is your responsibility to ensure that the goods can be delivered to the room of your choice. We will only deliver beyond the entrance of the premises at your risk.

Deliveries will be done with 2-3 days of purchase due to heavy traffic on most Nairobi roads.

All delivery charges are fixed as quoted. However additional charges may apply in circumstances where normal site access is not available such as deliveries involving stairs, wellings not on ground level or where changes to delivery arrangements are notified to us less than 24 hours prior to scheduled time of delivery. Additional charges will have to be paid directly to delivery the driver. It is your responsibility to advise us at the time of sale any unusual delivery circumstances.

ABOUT PAYMENT & PAYMENT METHODS

All prices displayed on the items are in Kenya Shillings and are inclusive of 16% VAT.

We accept all Visa & MasterCard credit cards. To protect your security and to prevent credit card fraud where possible, we reserve the right for proof of Identity on ALL purchases.

We also accept payment via Cheque and Banker's Draft but deliveries will only be made once the cheque or banker's draft clears from the bank within 5 working days.

Payment in full (including finalization of any lay-by arrangements) is required prior to delivery arrangements can be made, as payment on delivery can not be accepted.

If the delivery address and billing address are different, or to enable us to carry out necessary security checks, you must provide proofs of address.

ABOUT REFUNDS & RETURNS

If there is a fault in the furniture supplied to you please call the store within 24 hours and we will arrange a technician to visit and inspect the fault or damage, if the fault or damage cannot be repaired then the furniture will be replaced for you if in stock or else a credit voucher for the similar value will be issued. However this will not apply to the extent that fault is caused by abuse, misuse, or damage through accident or neglect.

If purchasing a mattress, please ensure the mattress size is as per your bed size. Check the length, width and height of the mattress being purchased. Cancellation on special order mattresses cannot be entertained.

The dimensions of all our sofas are mentioned on the price display stands. So, please take note of these before confirming purchase of the same as we do not take back sofas if they do not enter the doors / lifts of your building.

Cancellations must be advised directly to the store of purchase no later than three working days prior to the scheduled delivery date. We will not accept cancelled orders after this time. Cancellations are subject to 10% deduction from the deposit amount of the order. Delivery charges will not be refunded if we attempted to deliver goods.

Please choose carefully as we don't normally give refunds if you simply change your mind or make the wrong decision. Exchanges and refunds can be given where goods are faulty and cannot be replaced or rectified, wrongly described or different from the sample shown to you or don't do what they are supposed to.

STORAGE & LAY BY'S

Items purchased will not be reserved until a minimum of 50% of the value of the invoice has been paid. Maximum storage time in our warehouse not more than 7 days as delays in accepting delivery by you results in us incurring additional storage and insurance costs. In the event that you fail to take delivery within 7 days of notification by us, we will charge you for those costs at a rate of KShs. 500/= per day per order.

No lay bys available for any items on Sale promotion, Clearance items or Special Offer items.

WHY YOUR CONTACT DETAILS ARE IMPORTANT

We want to make sure you receive your purchases as soon as possible. Please be sure to provide your exact delivery address and telephone number. Incorrect information may cause a delay in processing your purchases.

Please note the Sales Staff name and the date of orders placed / purchase for any future query.

STOCK AVAILABILITY

All products are subject to stock availability.

ACCESORIES ON THE IMAGES?

Accessories displayed on the images are not included.

PRICING POLICY

We have a competitive pricing policy on our products. Products which are on sale promotion, clearance corner and special offer have a fixed price on no further reduction is applicable on these products.

Sale promotion reductions in this store compare to the prices which have been offered on each item in our showrooms for at least 30 consecutive days before the sale period.

AFTER SALES SERVICE

In the event that you wish to discuss your order or purchase, please fax us on 828843 or write to us at :-

Customer Service Department, Furniture Palace Ltd., P.O. Box 45746-00100 GPO, Nairobi, Kenya.

Alternatively, you can also e-mail to us :- info@furniturepalace.co.ke.

In all cases remedies offered by us shall not affect your statutory rights or our statutory responsibilities.



Your Ultimate Furniture Store