**Company Policy**

1. **NO** **REFUNDS, EXCHANGE ONLY**
2. Exchange is only accepted if the item received is damaged **during** delivery, wrong item is received and/or product is missing pieces
3. Refund will only be issued, if the item ordered in out of stock and will not be available within a timely manner. (2 weeks)
4. For cancellation, the order must be cancelled within **24-hour** period from the time it was placed to receive full refund on deposit.
5. Remaining balance must be paid in **FULL** on delivery or **BEFORE** delivery.

***IMPORTANT:***

1. Delivery schedule is subject to change in accordance to the weather, there is NO refund granted if the scheduled delivery is changed

2. We can only provide a rough estimate of when the delivery will arrive, please note the delivery time will vary depending on road condition, distance and time consumed by the delivery prior to yours.

3. Goods are delivered until 9pm, if schedule is not completed the customers waiting will be informed and will be scheduled to receive their items the following day.

4. If you are ordering furniture/mattress, please make sure the entry way is clear prior to delivery. Also, the customer is responsible in making sure their entry way has enough space for the furniture/mattress to enter the home. \*If you are unsure if the item will fit or not, please send an email with pictures and dimensions of your entry way, so we are able to prepare for the delivery accordingly. \*