

Delivery, Exchanges and Returns

In summary:



You have **35 days** to notify us upon receiving an item if you want to exchange or return it.



All returns must be in their original packaging and labels to be accepted back by the supplier.



You must check item on arrival for damages so we can report this to the supplier/courier.



Most 'made to order' items eg made to a specific size or special fabric are non-refundable.



Most suppliers do not cover the cost of return shipping for change of mind returns. If they do we honour that.

Delivery:

The smaller parcels

Expect to see Royal Mail, Hermes, DHL, Yodel or DPD delivering the smaller sized goods to your door.

Couriers that bring you those smaller items typically deliver Monday to Friday, 7:30am-6pm but some might deliver outside of these hours.

Don't worry, we share all the tracking info and ensure the couriers have your mobile number so they can let you know when to expect the delivery. Most of the time you can reschedule if it's not convenient.

The large deliveries

Bigger items which require 2 man delivery will arrive to you via one of the approved 3rd party couriers.

Generally, they work between Monday and Friday and will contact you to arrange a convenient date for delivery. Our 3rd party couriers, in most cases, will send you an ETA time slot straight to your phone.

Not likely to be in during the week? Some of our couriers do offer a Saturday delivery for a small fee, so please do let us know in the 'delivery notes' if this applies to you and we'll organise this where we can.

If you're not going to be available for the delivery that you've scheduled, just let us know 48 hours before so we can sort out a suitable alternative for you. Failed agreed deliveries often end up in a re-delivery or incur a cancellation charge.

Before you click 'checkout', make sure you've triple checked the dimensions to ensure they'll fit through doorways and comfortably within the intended space. For insurance purposes, deliveries generally like to keep their feet firmly on the ground floor only, unless otherwise stated. Any tricky access questions please just ask your personal shopper and they will be able to help you.

Returns & Exchanges

If you're not completely happy with your order, you have 14 days from the date of delivery to drop us a message and let us know.

Returns need to be requested by using the returns and exchange button on your orders page, using our returns & exchange form. **Please don't send the item back without submitting this form!**

REQUEST EXCHANGE/REFUND

Our Personal Shopping team will come back to you ASAP with returns instructions after receiving the form.

John Lewis offer free returns so there will be no charge to return an item.

Proof of postage is key, and so is insurance! If you're returning something of high value, make sure that it is insured via the courier for any damage or if it goes missing.

We aren't able to take responsibility for any items lost or damaged in transit.

All returns need to be received back within 14 days from advising of the wish to return to ensure you get your money back.

Bespoke furniture and furniture that has been made to order just for you can't be refunded.

Please try not to rip the packaging apart in a state of excitement. All return items must be in their original packaging, with labels and in a re-saleable condition.

Faulty or damaged

When the courier shows up, have a little look to make sure there isn't any obvious damage. If the packaging is damaged in any way, please mention this on the delivery notes or refuse delivery.

We kindly ask that you check and report any damages **within 48 hours** of receiving the item – this is so we can secure you new replacement stock and claim against the courier.

It doesn't happen often, but if you do need to let us know about any damaged or faulty products, just let us know using our returns & exchange form.

Still need some help?

Give us a call on: 020 3904 3800 (Ext 2)