



CF INTERIORS DESIGNER TERMS + CONDITIONS

RETURN POLICY

SERVICE CHARGES Service fees are non-refundable. This includes but is not limited to: delivery fees, assembly fees, removal fees, rental fees, consultation fees, storage fees, rush fees, etc.

STOCK + FLOOR MODELS Products stocked by CF Interiors **in our warehouse or off the showroom** are able to be returned under the following conditions:

- Regular priced furniture items are eligible for a full refund within 3 days of receipt. All discounted furniture items are a final sale.
- Items can be taken for approval upon confirmation from CF Interiors for up to 24 hours. A credit card pre-authorization will be taken for piece(s) taken. Any damages or defects to the product will result in a charge in full.

SPECIAL ORDERS All orders placed for products require a 50% deposit and are non-cancellable. A restocking fee plus applicable taxes may apply. The remaining refund balance will be issued as store credit.

- No Restocking Fee | with replacement order at full retail price
- 25% Restocking Fee | for orders with no discount
- 50% Restocking Fee | for orders with discount

LIGHTING All lighting orders are subject to a different Restocking Policy.

- 25% Restocking Fee | 'Portable' lighting fixtures – floor lamps + table lamps
- Final Sale | 'Installed' fixtures – scones, pendants, chandeliers

CUSTOM ORDERS Any piece of furniture customized from the manufacturer's specifications or using COM (Customer's Own Material) is considered a custom order and is non-refundable and final sale.

OTHER FINAL SALE ITEMS Due to the nature of these products and health regulations are not eligible to be returned and are final sale: All sale items; Mattresses, Sleeping Pillows; Duvets + Bedding

ADDITIONAL RETURN INFORMATION Any product accepted for return must be in the original packaging and unused condition accompanied by the original invoice. For items that require a pick-up to return to our warehouse, customers must obtain a delivery authorization through one of our retail locations. Shipping and delivery fees on the original purchases are non-refundable. The customer is responsible for paying the shipping fees to have item(s) returned to CF Interiors. A refund will be processed once the item(s) has/have been inspected at our warehouse. Returns will be credited using the original method of payment. Cash and check returns will be processed and mailed within 31 days. No cash refunds over \$100.

The following must be completed on the return receipt:

- Customer Signature
- Customer Phone Number
- Witness initial (other than original salesperson)

****All returns must be accompanied by the original invoice*



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RETURN POLICY - DELIVERY POLICY

CANCELLATION 24 Hour Cancellation (Greater Vancouver), 48 Hour Cancellation (Remaining British Columbia + Alberta) required or a \$100 cancellation fee will apply

EXTRA FEES All deliveries include one hour on location for setup. Any onsite moves will be billed at \$50 and company takes no liability for any damages caused moving another product. Any unforeseen circumstances such as stairwells, skinny doors, door removals, over balconies or any unexpected issue will be billed at \$50 per 30 minute increment. Any Removal of furniture is a \$250 charge due to GVRD dumping rates and labour costs. Delivery fees can range depending on the item, setup requirements and labour needed.