



Exchange
@fyrn_exchange

Buy Shop 2nds and Pre-loved furniture from Fyrn or your neighbor directly

FAQs

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Why launch the Fyrn Exchange?

With the Earth in mind, minimizing waste by using renewable materials and recyclable or compostable packaging should be the minimum benchmark for all retailers and manufacturers. Nowadays, this is just common sense. We believe the bigger and more impactful challenge is designing, producing, and selling everlasting objects.

Fyrn Stemn is a patented system of durable and fully replaceable parts and pieces, allowing us to easily repair and refurbish furniture, giving it a 2nd life instead of a trip to the landfill. Even with an emphasis on quality and the ingenuity of our system, support and tools like Fyrn Exchange need to exist to extend the life of the furniture.

We're also committed to making our furniture more accessible to more people. For those who don't mind a little built-in history, the Exchange offers an opportunity to acquire all the same great design, durability and utility at a lower price point.

Finally, we understand that life happens – people move, they redecorate, get married or simply just get bored and want a change. When you invest in Fyrn, we want to help you through every stage of owning our furniture, including finding its new home. The Exchange will serve as a centralized location for customers to list community-based, person-to-person sales of our furniture, making discovery and reuse easier for everyone.

How is furniture sourced for the Exchange?

In the normal course of designing, manufacturing, selling, and servicing our furniture, we end up with components and finished pieces that have some wear or don't meet our standards to be sold new, but have all the same utility and unique design as new pieces. We've decided to make this furniture available for sale on the Exchange, categorized as "Shop 2nds" or "Pre-loved furniture." We explain those categories in more detail below.

Our customers can also list Fyrn items on the Exchange to facilitate person-to-person sales with people in their community. Learn more in the section titled [*"How do I submit furniture to be listed for sale on the Exchange?"*](#)

What are Shop 2nds?

Our Shop 2nds are pieces built to the usual standards when it comes to durability and utility, but may have slight surface imperfections. We strive to put every part and piece to use at Fyrn, so we offer furniture like this at a discount to customers open to a little gentle wear or variation. Examples can include a small ding, discoloration, machining mark, or a scar on a leather surface. In most cases, after a bit of use in your home, it's the kind of thing that would be indistinguishable from a piece purchased new.

What is Pre-loved furniture?

Pre-loved furniture falls into a number of categories, but in short it means used in some form or fashion. Some examples below:

- Previously owned furniture, refurbished by Fyrn for resale
- Fyrn In-home Trial (FIT) returns that a prospective customer decided not to purchase
- Samples that have visited architecture and design firms for sit-tests or display
- Prototypes used in our R&D process, which are often one of a kind

How often are new furniture posts added to the Exchange?

We add furniture posts to the exchange on a weekly basis as they become available. We recommend you check back frequently, or follow [@fyrn_exchange](#) and set alerts so that you know when new furniture is available. If there is something specific that you are looking for, but unable to find on the Exchange, let us know via exchange@fyrn.com.

How do I submit furniture to be listed for sale on the Exchange?

Complete the [Exchange submission form](#), doing your best to provide comprehensive information. We will confirm receipt of the form and follow-up with you if we need additional information to complete a listing on the Exchange. You can send any questions you have along the way to exchange@fyrn.com.

What price should I list my furniture for on the Exchange?

As the Seller, this is entirely up to you. You can email exchange@fyrn.com if you need a little help. We recommend that you consider the below questions when pricing the furniture:

- Is there relevant history to my furniture that may make it more valuable than a new item?
- Is my furniture a limited edition, custom, or unique model that may carry special value?

If neither of the above are relevant to your furniture, then we recommend that you consider the below questions when pricing the furniture:

- What is the current price for new items in the same model and finish selections?
- What is the condition of the furniture?

You may want to also look at other listings on the Exchange to help with your process.

How long will it take before my furniture is posted to the Exchange?

You should hear from us with questions or see your post on the Exchange no later than a week after completing the form. We will be reviewing and posting submissions in the order they are received.

Is there a charge to list furniture for sale on the Exchange?

Once we make an object, our goal is to ensure that we do everything we can to keep it in use and out of the landfill. We may eventually charge an administration fee for listings on the Exchange, but initially we are rolling out the program for free, as a service to our existing customers and the prospective future owners of Fyrn who are interested in reuse instead of purchasing new.

How do I buy furniture listed directly by Fyrn, a "Fyrn Listing?"

Each post will have a line titled "Seller" that indicates if the furniture is being sold by Fyrn, a "Fyrn Listing," or listed on behalf of a person selling the furniture directly, a "Community Listing." If the furniture is a Fyrn Listing, then follow the process below:

To purchase Fyrn Listings, please email exchange@fyrn.com with ALL of the information below, and we will issue you a digital invoice to complete the purchase of the furniture*.

- First and last Name
- Phone number
- Email address
- Delivery address for the furniture
- Item # - which can be found in the comments of the post
- Quantity - indicate the total number of pieces, this is relevant if you are purchasing a subset instead of the full listing

*If you do not complete the purchase within 24 hours of receipt of the invoice, we will release the furniture to the next interested customer. We understand that this may happen from time to time for any number of reasons, but if we see that you are consistently requesting furniture for purchase and letting the digital invoice expire without completion, you may be blocked from this account.

How do I buy furniture directly from someone in my community, a "Community Listing?"

Each post will have a line titled "Seller" that indicates if the furniture is being sold by Fyrn, a "Fyrn Listing," or listed on behalf of a person selling the furniture directly, a "Community Listing." If the furniture is a Community Listing, then follow the process below:

If you are interested in purchasing a Community Listing, you will find the Seller's Instagram handle as the 2nd line of the post. DM the Seller directly with your indication of interest, or any questions that you may have about the furniture.

Community Listings will indicate the price as either \$xxx Firm or \$xxx OBO ("Or Best Offer"). If the Seller indicates the price is Firm, please do not DM with lower offers.

Once a price and sale has been agreed upon between the Buyer and Seller, exchange of the furniture and payment should be arranged directly between the two parties. See below for "How should Community Listing payments be arranged?"

Once a sale is complete, the Seller should comment "SOLD" on the post and tag @fyrn_exchange so that the post will be removed and further inquiries are not made about the furniture.

How should Community Listing payments be arranged?

This decision is ultimately up to the Buyer and Seller to determine as Fyrn is not an actual party to the transaction and can't take responsibility for issues that may arise during or after the process. Since the furniture is intended to be exchanged within your community, making the transaction in-person may be the simplest way to ensure that the Buyer is happy with the furniture and the Seller receives payment in full.

However, if you plan to use a 3rd party service to transport the furniture from the Seller to the Buyer and would like to complete the sale digitally, we recommend the Seller consider the use of PayPal. Sellers can issue an invoice to the Buyer through the "Goods & Services" option. If following all of PayPal's requirements and terms of service, using this option can create protections for the Buyer ("PayPal Purchase Protection") & Seller ("Seller Protection Policy").

Fyrn is not responsible for challenges that may occur in the process of completing a transaction between a Seller and a Buyer, or the delivery or handoff of furniture during that process. The Exchange is intended to create a centralized place for Buyers and Sellers to be able to discover one another and carry out a transaction independent of Fyrn.

What are the Shipping and Delivery terms and timelines?

All furniture sold directly by Fyrn, “Fyrn Listings”, on the Exchange will ship flat for home assembly, unless otherwise noted in the post. These items are in-stock and ready to ship immediately. You can expect to receive them in about a week or less.

If you are in the Bay Area, we are happy to support Local Pickup at our facility. Local Pickup is available at \$0 cost and is by appointment only. All Local Pickup items sold on the Exchange will be provided unassembled.

For “person-to-person” listings, “Community Listings”, we recommend that you only transact with people in your community to avoid the need to ship the furniture. Safely shipping furniture is challenging to do well and is expensive. We are working on a logistics solution to broaden your pool of available buyers, but this is still in the development phase.

Can I return furniture purchased on the Exchange?

When purchasing furniture on the Exchange all sales are final.

Do you have any feedback, ideas or questions about the Exchange?

Creating [@fyrn_exchange](#) via an Instagram account is a way for us to learn by doing. It’s an opportunity to test a concept we’ve talked about for a long time, and we hope will be a broader platform in the future. We are new at this too so your feedback is both welcome and critical in helping us create a better experience. We look forward to hearing from you, please [DM](#) or email us at exchange@fyrn.com with any feedback, ideas, or questions.