

Returns and Refund Policy

At ROBOD Signature Furniture, we want you to be completely satisfied with your purchase. We understand that sometimes a product may not meet your expectations or arrive in perfect condition. Therefore, we offer a Returns and Refund Policy to ensure a hassle-free experience. Please read the following guidelines carefully:

Return Eligibility:

Returns are accepted within 7 days from the date of receiving the stock.

Only products purchased directly from ROBOD Signature Furniture are eligible for return. Customized or personalized items are not eligible for return unless they arrived damaged or defective.

Packaging and Condition:

To initiate a return, the product must be unused, undamaged, and in its original packaging.

All original tags, labels, and accessories must be intact and included with the returned item. The product must be adequately packaged to prevent any damage during the return shipping process.

Failure to return the item in its original condition may result in a partial refund or denial of the return.

Return Process:

To request a return, please contact our customer support team within 7 days of receiving the stock. You can reach us via admin1@robodfurn.co.za

Our customer support team will guide you through the return process and provide you with a return authorization code (RAC) if the return is eligible.

Write the RAC clearly on the package containing the returned item(s) for easy identification.

You are responsible for the return shipping costs unless the return is due to an error on our part or the item arrived damaged or defective.

Inspection and Refund:

Once we receive the returned item, our team will inspect it for eligibility and adherence to the return guidelines mentioned above.

If the item passes the inspection, a refund will be issued to the original payment method within 7 to 10 business days.

The refund will be for the purchase price of the item less incurred PAYFAST fees, excluding any original shipping charges.

If the return does not meet the eligibility criteria, we reserve the right to deny the refund or issue a partial refund at our discretion.

Damaged Returns:

In the event that the returned item is damaged due to inadequate packaging, the client will be held responsible for the cost of the damages.

It is your responsibility to ensure the product is securely packaged to avoid damage during return transit.

Exchanges:

At this time, we do not offer direct exchanges. If you wish to exchange an item, please follow the return process for a refund and place a new order for the desired item separately.

Non-Returnable Items:

The following items are non-returnable:

- Customized or personalized products (unless they arrived damaged or defective)
- Items that are not in their original condition or packaging
- Products returned beyond the specified 7-day return window

Cancellations:

If you wish to cancel your order, please contact our customer support team at admin1@robodfurn.co.za as soon as possible. If the order has not been shipped, we will cancel it and issue a full refund less incurred PAYFAST fees. If the order has already been shipped, the standard return process will apply.

We reserve the right to update or modify this Returns and Refund Policy at any time without prior notice. Please refer to our website for the most up-to-date policy information.

If you have any further questions or require assistance regarding our returns and refund policy, please feel free to contact our customer support team at admin1@robodfurn.co.za. We are here to help you.