

Shipping Policy

At ROBOD Signature Furniture, we aim to provide you with a seamless shopping experience and ensure prompt delivery of your orders. Please read our Shipping Policy to understand the shipping timelines and procedures for your purchases.

Shipping Timeframes:

For items that are currently in stock, we typically take 7-10 working days to process and ship your order.

In the event that an item is temporarily out of stock, the processing and shipping time may extend to 10-15 working days.

Please note that these timeframes are estimates and may vary depending on factors such as product availability, order volume, and shipping carrier limitations.

Order Processing:

Once you place an order, our team will begin processing it promptly.

Order processing involves verifying the payment, validating the shipping address, and preparing the item(s) for shipment.

We strive to process orders as quickly as possible to minimize any delays.

Shipment Notification:

Once your order has been shipped, you will receive a shipment notification via email or SMS.

This notification will include relevant tracking information to help you monitor the progress of your package.

Shipping Methods:

We utilize reputable shipping carriers to ensure safe and efficient delivery of your furniture items.

The shipping method and carrier selected may vary depending on factors such as item size, weight, and destination.

Delivery Time:

The actual delivery time depends on various factors, including the shipping method, distance, and any potential customs procedures.

Typically, you can expect your order to arrive within a few days after the shipment notification, but please allow for possible delays beyond our control.

Multiple Items and Split Shipments:

If your order contains multiple items, it is possible that they may be shipped separately.

In such cases, you will receive separate shipment notifications with tracking information for each package.

International Shipping:

We offer international shipping to select countries. Please note that additional customs fees, taxes, or duties may apply, and it is the customer's responsibility to comply with any applicable regulations or charges.

Order Tracking:

To track your order, use the tracking information provided in the shipment notification email.

If you have any questions or need assistance with tracking, please contact our customer support team, and we will be happy to assist you.

Shipping Delays and Exceptions:

While we strive to deliver your orders within the estimated timeframes, unforeseen circumstances such as natural disasters, customs delays, or logistical issues may cause delays beyond our control.

We appreciate your patience and understanding in such situations.

Shipping Charges:

Shipping charges are calculated based on various factors, including the size, weight, and destination of the items in your order.

The shipping charges will be displayed during the checkout process for your review before you confirm your purchase.

Change of Shipping Address:

If you need to change the shipping address after placing your order, please contact our customer support team as soon as possible.

We will do our best to accommodate your request, but please note that changes may not be possible if the order has already been shipped.

We reserve the right to update or modify this Shipping 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 shipping policy, please feel free to contact our customer support team at admin1@robodfurn.co.za. We are here to help you.