

ROUGE DÉCOR BASIC RETURNS POLICIES AND TERMS OF SERVICE

Our policy is effective for a period of 14 working days. Should you wish to exchange a product purchased within 14 working days after delivery has taken place, you will be required to cover the shipping costs back to Rouge Décor as well as the shipping costs for the new item back to your address. Unfortunately, no exchanges can be offered after 14 working days. Rouge Décor can only offer an exchange option and will not process any refunds for items ordered.

The item/s returned to Rouge Décor must be unused, in the same original and undamaged packaging (where applicable) and in the same new condition it was received. Once your order has been received and inspected, an email will be sent as confirmation. Should the item still be in its original state and packaging, an exchange will be arranged as agreed to by Rouge Décor and the client.

Rouge Décor can unfortunately not accept exchanges for products that have been manufactured (made to order as well as customised products) or ordered specifically for you.

Rouge Décor has a no returns policy on furniture, shoes, handbags, bags or leather products.

Where Hertex rugs require to be exchanged, Hertex charges a R250.00 (excluding VAT) fee per rug. The rug must also be in its original packaging and condition in which it was delivered.

Rouge Décor takes the utmost care when packing orders for delivery via courier. We do however not take any responsibility for damages to stock during courier transit and will not refund clients for stock damaged by the courier. You are responsible to inspect each item upon delivery. A signed POD (proof of delivery) will be deemed that the order has been received in good order. Should a client wish to pay an additional fee for courier insurance, this can be quoted on.

If items delivered are damaged, please do not accept the delivery. We advise you to take photos and send these to Rouge Décor so we can send it to the courier company.

When shopping online, please take note of manufacturing and order lead times as specified with each item (included in product descriptions).

Additional delivery charges may apply to larger items and deliveries to outlying areas. This will be invoiced for separately once your order has been packed, measured and weighed. A quotation will be emailed to the client beforehand. Clients are also welcome to arrange for collection from Rouge Décor.

Clients need to take note that by choosing the Payfast option upon checkout, this may delay delivery of your order by at least a week as Payfast payments may take up to 7 days to clear in Rouge Décor's bank account. By choosing the Direct Payment option upon checkout, this will speed up the ordering / manufacturing and delivery process.

Thank you for ordering with us.

Liesl, Owner, Rouge Décor