



Warranty policy

1. All our products carry a 2-year warranty from the date of delivery/collection unless otherwise specified.
2. Warranties cover factory faults or defects only. NO damages caused by wear and tear, negligence, abuse, accident, or causes unrelated to defective materials or workmanship are covered.
3. Return and Replacement: If for any reason you wish to return your product, the customer may do so within 7 days of the products being delivered, provided the product/s have not been used, are complete, and are in their original condition, Please follow the steps below.
4. Should there be identified defects Sofa Symphony is only liable to repair the product. The repair process can take up to 7 working days
5. In a case where a highlighted Defect was due to negligence, The Client will be liable for transport cost to fetch and drop off the product. Labor costs as well. Sofa Symphony reserves a right to exercise judgment to determine if the Defect is a result of the factory, or due to negligence.
6. In cases of long-distance delivery, should there arise a need for a product to be returned to the factory, Sofa Symphony will not be liable for fetching the product from the place where it was delivered,
7. The manufacturer's warranty does not include the filling inside the sofa, with fiber-filled cushions we recommend you to plump the cushions daily.
8. The guarantee does not cover problems such as dislike of a product, misuse, mishandling or a failure to meet requirements outlined in the product's guarantee.
9. Goods that are sold "voetstoots" Carry no Guarantee/warranty.
10. We will NOT refund or replace a product where in our reasonable opinion the product has, following the sale to you, become of unacceptable quality due to fair wear and tear, misuse, failure to use by manufacturer's instructions, used abnormally or failure to take reasonable care of the product. In this case, you (the customer) will be liable for all transport costs and a handling/administration fee of 5% with a minimum of R100 (Seventy Rand) will be charged. The product will be returned in packaging similar to how they were received by Sofa Symphony.
11. Warranties apply for domestic use only. Products used for commercial use are NOT covered unless specifically stated on the invoice.
12. Cushions will go "saggy" – It's just how you use the sofa in your own home.
13. We are not responsible for changing the filling of the sofa when it does go saggy, but these can be purchased at an extra cost to you. We may be able to offer foam-filled seats, but depending on which sofa you are buying, this will add a cost.
14. Quality control inspection can take up to 7 working days.