

Delivery, Exchanges & Returns

In summary:



You have **14 days** to notify us upon receiving an item if you want to exchange or return it.

A 10% restock fee or £50 will apply whichever is the greater value.



All returns must be in their original condition to be accepted back by Sofa.com



You must check item on arrival for damages so you can report this to the delivery team.



If you have ordered a modular design (corner sofas, chaise sofas) please be aware this can only be exchanged for credit. Any items with bespoke changes, including designer fabrics, cannot be returned



If you wish to amend or cancel your order up to 7 days after placing your order we will do so for no fee.

Any changes to your order after 7 days will incur a 5% amendment fee per item amended..

Delivery:

Sofa.com delivery team offer a white glove service. This means they will deliver your item/s to your room of choice, unpack and assemble it and remove all packaging.

If you wish to reschedule a delivery please contact our shopping support 48 hours before delivery is due, but please note in peak periods this means you may not get your delivery for a few weeks/pre Christmas.

Before you click 'checkout', make sure you've triple checked the dimensions to ensure they'll fit through doorways and comfortably within the intended space. Any tricky access questions please just ask your shopping support and they will be able to help you.

Returns & Exchanges

If you're not completely happy with your order, you have 14 days from the date of delivery to drop us a message and let us know.

This should be requested by using the returns and exchange button on your orders page, using our returns & exchange form. **Please don't send the item back without submitting this form!**

REQUEST EXCHANGE/REFUND

Our Shopping Support team will come back to you ASAP with instructions.

We're sure you'll love your new item but if, for any reason, you wish to return it we are happy to provide a full refund or exchange. Simply contact us within 14 days of your delivery date and we'll come and collect it at a time that's convenient for you. All we ask is that your item is in the same condition as it was when it was delivered.

Please note:

- If you wish to return your order, including on the day of delivery, a restocking fee will be charged and deducted from your refund. The restocking fee will be £50 or 10% of the item being returned, whichever is the greater value. Please note, the original delivery fee will not be recompensated.
- If you have ordered a modular design (corner sofas, chaise sofas, or any sofa which is produced and assembled in individual units), please be aware this can only be exchanged for store credit. There will be a restocking fee of £50 or 10% of the item being returned, whichever is the greater value, which will be deducted from the sofa.com credit total.

If you have ordered a modular design (corner sofas, chaise sofas, or any sofa which is produced and assembled in individual units), please be aware this can only be exchanged for credit against another Sofa.com item.

Any items with bespoke changes, including designer fabrics, cannot be returned.

Sofa.com are very proud of the solid beechwood frames on their sofa, beds and armchairs, Their quality and durability is second to none, and they are so confident of this they guarantee them for a lifetime.

Changed your mind about your order?

For whatever reason, you wish to amend or cancel your order up to 7 days after placing your order we will do so for no fee, no questions asked.

Any changes to your order after 7 days will incur a 5% amendment fee per item amended. Any orders that are cancelled in full after 7 days will incur a 5% cancellation fee on the total value of your order. Please note, any amendments to part of your order will reset the delivery lead time to your whole order, if applicable.

Faulty or damaged

When the courier shows up, have a little look to make sure there isn't any obvious damage. If the packaging is damaged in any way, please mention this on the delivery notes or refuse delivery.

We kindly ask that you check and report any damages **within 48 hours** of receiving the item – this is so we can secure you new replacement stock and claim against the courier.

It doesn't happen often, but if you do need to let us know about any damaged or faulty products, just let us know using our returns & exchange form.

Still need some help?

Give us a call on: 020 3904 3800 (Ext 2)