

Bookworld Furniture: Returns & Cancellations Policy

1. Eligibility for Returns (Change of Mind)

Timeframe: Items must be returned within 7 days of delivery or collection.

Condition: Items must be unused, unassembled, and in their original packaging.

Exclusions:

- Custom-made or personalized furniture.
- Items that have been fully or partially assembled.
- Opened/used linen, mattresses, or pillows (for hygiene reasons).
- Items where the original packaging has been discarded.

2. Fees and Charges

- **Handling Fee:** A minimum fee of 5% of the item value will be deducted from all refunds/credits.
- **Logistics Costs:** The customer is responsible for all delivery and collection costs for non-defective returns.
- **Free Delivery Promotions:** If the initial order qualified for free delivery, the actual cost of the original delivery and the return collection will be deducted from the final refund.
- **Processing Orders:** If an order is cancelled after processing but before delivery, handling fees and return logistics costs still apply.

3. Return Process & Requirements

- **Notification:** Email info@bookworld.co.zm with your order number, reasons for return, and clear photographs of the items and packaging.
- **Inspection:** All returns undergo a quality control inspection, which can take up to 3 working days after the item reaches our warehouse.
- **Packaging Liability:** If original packaging is damaged or missing, Bookworld Furniture reserves the right to refuse the return or charge additional repackaging fees at our discretion.
- **Assembled Items:** **If you paid for a Bookworld assembly service, the items are considered "accepted" once assembled and cannot be returned for a change of mind.**

4. Click and Collect Returns

- **Responsibility:** For "Click and Collect" orders, the customer is solely responsible for transporting the item back to the original collection point.
- **Costs:** Bookworld Furniture will not be liable for any transport or fuel costs incurred during the return of collection orders.

5. Refunds

- **Timeline:** Approved refunds will be processed within 30 days of the date of cancellation or return approval.
- **Method:** Refunds are issued via bank transfer or as store credit, minus the applicable fees. NO CASH will be issued.

Bookworld Furniture: Defective or Damaged Items

Policy

1. Inspection and Reporting

- **Immediate Inspection:** All goods must be inspected upon delivery.
- **Visible Damage:** If damage is visible at the time of delivery, it must be reported immediately to the driver and/or the delivery must be refused.
- **Hidden Damage & Missing Parts:** Any hidden damage or missing components must be reported within **48 hours** of receipt.
 - *Note: If reported more than 48 hours after delivery, Bookworld Furniture will assume the damage occurred after delivery or during customer assembly.*
- **Representative Responsibility:** If the customer is not present at the time of delivery, their authorised representative must conduct this check within the 48-hour window.

2. Resolution Process

- **Notification:** Email info@bookworld.co.zm with clear photographs of the damage/defect and your order details.
- **Remedy:** Bookworld Furniture reserves the right to decide whether to **repair, replace, or refund** the defective item based on the nature of the issue.
- **Non-Defective Findings:** If an item is returned as "defective" but found to be in good working order upon inspection, the customer will be liable for all transport costs and the standard handling fee.

3. Logistics and Costs

- **Replacements:** If an item is confirmed defective and requires replacement, Bookworld Furniture will cover the costs of collection and the delivery of the new item.
- **Address Constraints:** Exchanged items will only be delivered to the **original delivery address**. Any change in address for the exchange will incur additional fees.
- **Click and Collect:** For orders collected from a Bookworld branch, the customer is responsible for returning the defective item to that specific collection point for inspection. Bookworld Furniture is not liable for transport costs for collection orders.