

Frequently Asked Questions

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Orders & Payment

Q: How do I place an order?

Browse our catalog, add items to your cart, and complete checkout with your delivery address and payment details. You'll receive an order confirmation once it's placed.

Q: What payment methods do you accept?

We accept mada, Visa, Mastercard and Apple Pay. You can also split your purchase into installments through Tabby or Tamara at checkout.

Q: Are your prices inclusive of VAT?

Yes, unless stated otherwise, all prices shown on our website include applicable VAT.

Q: Can I change or cancel my order after placing it?

Contact us as soon as possible through our Contact page or WhatsApp. We can usually amend or cancel an order before it has been dispatched for delivery.

Delivery & Installation

Q: How long does delivery take?

Standard delivery takes 7 to 14 days across Saudi Arabia, depending on your location and product availability.

Q: Is delivery free?

Free delivery and installation apply to eligible orders within KSA, as shown on the relevant product page.

Q: Do you install the furniture?

Yes. Our team will contact you after your order is placed to schedule delivery and installation.

Q: Can I track my order?

Yes - use the Track My Order page, or check My Orders if you have an account.

Returns & Exchanges

Q: What is your return policy?

Items can be returned unused and in their original packaging within 14 days of delivery, along with proof of purchase.

Q: Are all items eligible for return?

Most items are, but made-to-order or customized pieces may not be - this is noted on the product page where it applies.

Q: How do I start a return?

Contact us through our Contact page or WhatsApp with your order number, and our team will guide you through the process.

Q: How will I be refunded?

Approved refunds are issued to your original payment method, or as store credit where agreed, after we receive and inspect the returned item.

Account & Support

Q: Do I need an account to order?

You can browse without one, but creating an account lets you track orders and check out faster next time.

Q: I forgot my password - what do I do?

Use the "Forgot password" link on the login page to reset it.

Q: How can I contact you?

Through our Contact page, by phone or WhatsApp at +966 57 413 9401, or by visiting us in Manfouhah Al Jadidah, Riyadh.

Q: Do you have a showroom?

Yes - our address is Manfouhah Al Jadidah, Riyadh, Saudi Arabia. Contact us to confirm visiting hours.