## **Bethel Furniture Frequently Asked Questions (FAQs)**

### **General Information**

**1. Where are you located**Our showroom is located in Johannesburg, South Africa. You can visit us at 12 Observatory Avenue, Observatory. Johannesburg. 2198 Gauteng, Monday to Friday , from 9 AM to 5 PM. And 9am to 3pm on Saturday and Sunday

**2. Do you have an online store?**Yes! You can browse and purchase our entire furniture collection online at <https://bethelfurniture.com/> and [www.bethelfurniture.co.za](http://www.bethelfurniture.co.za)

**3. What types of furniture do you sell?**We offer a wide range of furniture, including coffee tables, TV stands, beds, dining sets, sofas, wardrobes, office furniture, and more. We also do customer specific designs and build in cabinets.

**4. Do you offer Laybuy or installment payments**Yes, we offer Laybuy. We accept all forms of payment (cash, credit card, bank transfers, mobile transfers) and offer favorable terms. We do 3 months Laybuy

### **Orders and Payments**

**5. How do I place an order online?**Simply add the items to your cart, proceed to checkout, and follow the prompts to enter your payment and delivery details.

**6. What payment methods do you accept?**We accept credit/debit cards (Visa, MasterCard), EFT (Electronic Funds Transfer), cash, and mobile payments

**7. How do I pay?**

We do Cash on delivery within the Johannesburg area. Or you can pay online.

**8. Can I place an order over the phone?**Yes, our sales team is happy to assist you with phone orders. Call us at +27 60 545 6671 during business hours.

**9. How do I order?**

Call us at +27 060 545 6671 or WhatsApp to place your order. We also do cash on delivery

### **Shipping and Delivery**

**10. Do you offer delivery services?**Yes, we deliver across South Africa.

**11. How much does delivery cost?**Delivery fees depend on the size of your order and the delivery destination. Delivery from our address at 12 Observatory Avenue, Observatory. Johannesburg. 2198 Gauteng to within 50 km has a fixed shipping cost of R450. For locations beyond 50 km, the cost is an additional R15 per additional kilometer. We also deliver to other provinces at a reduced rate. Send your address and we will send you the cost of delivery. Call us at +27 060 545 6671 or WhatsApp. You can also send your own courier company to collect at our address. Delivery times vary based on location and product availability

**12. Can I track my order?**Yes, once your order has been dispatched, you will receive a tracking link via email or SMS.

**13. Do you offer same-day delivery?**Same-day delivery is available for certain items within Johannesburg. Please contact our team for availability. Call us at +27 060 545 6671 or WhatsApp

### **Product Information and Customization**

**14. Do you offer furniture customization?**Yes, we offer customization options for custom furniture. Contact us to discuss your specific needs. Call us at +27 060 545 6671 or WhatsApp

**15. Are all items on your website available in the showroom?**Most items are available for viewing in the showroom and many more, but we recommend calling ahead to confirm availability. Call us at +27 060 545 6671 or WhatsApp for updated catalogue

**16. What materials do you use for your furniture?**We use a variety of high-quality materials, including solid wood, supper wood, metal, and fabric upholstery, depending on the product.

### **Customer Support**

**17. How can I contact your customer service team?**You can reach us via email at [bethel.ptyltd@gmail.com](mailto:bethel.ptyltd@gmail.com) or [bethel@bethelfurniture.com](mailto:bethel@bethelfurniture.com) or call us at +27 060 545 6671 or contact us through WhatsApp at +27 60 545 6671 during business hours.

**18. Do you have any ongoing promotions?**

Call us at +27 060 545 6671 or WhatsApp for promotions.

**19. Do you do discount?**

Yes, we do discounted prices, Call us at +27 060 545 6671 or WhatsApp for your specific product

### **Showroom Information**

**20. Is there parking available at your showroom?**Yes, we offer free parking for all customers visiting our showroom.

**21. Can I schedule a private viewing at the showroom?**Absolutely! Please contact us to schedule an appointment for a personalized shopping experience. Call us at +27 060 545 6671 or WhatsApp

**22. Can I have pictures of productions or catalogue**

Yes. Visit <https://wa.me/c/27605456671>. You can also Call us at +27 060 545 6671 or WhatsApp for pictures

**23. Do you offer bulk/wholesale prices?**

Yes, we offer bulk/wholesale prices depending on your order quantity. Call us at +27 060 545 6671 or WhatsApp for your specific products.

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