

# Company Reference Manual

*Internal Use – Customer Service Team*

**Version:** 1.0 | **Date:** July 2025

**Purpose:** To assist support agents in responding to common customer queries around furniture assembly, returns, shipping, and product care.

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## Assembly

### **Q: Does the furniture come pre-assembled?**

**A:** Most of our furniture is flat-packed for safe shipping and requires assembly. Each product page includes information about assembly requirements.

### **Q: What tools are needed?**

**A:** All required tools (usually an Allen key) are provided unless otherwise specified. For more complex items (e.g. modular sofas or beds), a standard Phillips-head screwdriver may be needed.

### **Q: Is assembly assistance available?**

**A:** Yes. We offer assembly services in most metro areas through a third-party provider. This can be added at checkout or requested post-purchase by contacting support.

### **Q: What if parts are missing or damaged?**

**A:** Apologise for the inconvenience, and direct the customer to contact support with:

- Order number
  - Part number (from instruction manual)
  - Photo of damaged or missing part
- We'll ship replacements free of charge within 3–5 business days.
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## Returns & Refunds

### **Q: What is the return policy?**

**A:** Customers can return most items within **30 days** of delivery. Items must be unused, in original packaging, and in resellable condition.

### **Q: Are returns free?**

**A:** Return shipping is **free for faulty or damaged items**. For change-of-mind returns, we offer a return label, but the cost of return shipping is deducted from the refund.

### **Q: How do I start a return?**

**A:** Direct the customer to [templeandwebster.com.au/returns](https://templeandwebster.com.au/returns) or initiate it on their behalf using the order number and reason for return.

### **Q: How long do refunds take?**

**A:** Refunds are processed within **5–7 business days** after the item is received and inspected at our warehouse.

### **Q: Can custom or made-to-order furniture be returned?**

**A:** No, custom/made-to-order items are **not eligible for change-of-mind returns**, unless faulty or damaged.

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## **Shipping & Delivery**

### **Q: Where do you ship?**

**A:** We ship across **Australia**, including metro and regional areas. Delivery times and costs vary by postcode and product type.

### **Q: How long will delivery take?**

**A:**

- **In-stock items:** 2–7 business days (metro)
- **Made-to-order items:** 6–10 weeks
- Delivery ETA is shown at checkout and in the order confirmation email.

### **Q: How do I track my order?**

**A:** Tracking links are sent via email once items are dispatched. Agents can provide updates using the internal order tracking tool.

**Q: What if I miss my delivery?**

**A:** For small parcels, the item will be redirected to a local depot or post office. For larger items, the courier will contact the customer to reschedule.

**Q: Can I schedule a delivery date?**

**A:** For large items, yes. Customers can select a preferred window at checkout or coordinate with the courier after dispatch.

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## **Product Care & Materials**

**Q: How do I care for my wooden furniture?**

**A:**

- Dust regularly with a soft cloth.
- Avoid direct sunlight and extreme humidity.
- Use coasters and placemats to prevent marks.
- Apply wood polish every 6–12 months.

**Q: What about fabric sofas and upholstered items?**

**A:**

- Vacuum weekly with an upholstery brush.
- Spot clean spills immediately with a damp cloth.
- For tougher stains, use a fabric-safe cleaner or consult a professional.
- Rotate cushions regularly to maintain shape and wear.

**Q: Are your products pet-friendly or kid-safe?**

**A:** Many of our products are designed with durability in mind. Look for materials like performance fabric, scratch-resistant finishes, and rounded corners. For safety queries, always refer to the product safety section or user manual.

**Q: Are replacement parts or fabric covers available?**

**A:** In some cases, yes. If the customer needs replacement covers or components, ask for the product name and order number, and escalate to the Parts & Warranty team.