

FAQ

Table of contents

- [Orders & Payments](#)
 - [What payment methods do you accept?](#)
 - [Is my payment secure?](#)
 - [Which currencies can I pay in?](#)
 - [Do you offer installments?](#)
 - [Can I pay by bank transfer?](#)
 - [Will I receive an invoice?](#)
 - [Can I change or cancel my order?](#)
 - [Do you price match?](#)
 - [Do you charge VAT?](#)
 - [Can I order by phone or email?](#)
 - [Why was my card declined?](#)
 - [Do you collect sales tax outside the EU?](#)
 - [Can I split payment across methods?](#)
 - [Do you offer gift cards?](#)
 - [Can I apply multiple promo codes?](#)
- [Shipping & Delivery](#)
 - [Do you ship worldwide?](#)
 - [What are your lead times?](#)
 - [How long is transit?](#)
 - [Which delivery services do you offer?](#)
 - [How is shipping cost calculated?](#)
 - [Do you offer free shipping?](#)
 - [Will I get tracking?](#)
 - [Can I schedule my delivery?](#)
 - [What about building access restrictions?](#)
 - [Do you deliver on weekends?](#)
 - [Can I ship to a PO box?](#)
 - [Do you offer stair carries?](#)
 - [What if I miss delivery?](#)
 - [Can I hold shipment for later?](#)
 - [Can I ship to multiple addresses?](#)
 - [Do you palletize orders?](#)
 - [Are island/remote surcharges a thing?](#)
 - [Do you consolidate shipments?](#)
 - [Can I collect from your warehouse?](#)
 - [Do you remove old furniture?](#)
 - [Do you ship assembled?](#)
 - [Can I change my delivery address?](#)
 - [Do you ship to freight forwarders?](#)
 - [Do you provide liftgate service?](#)
 - [What happens if the box looks damaged?](#)
- [Customs & Duties](#)
 - [Who pays import duties?](#)
 - [Will you provide HS codes?](#)

- [Can you help with customs clearance?](#)
- [Returns & Warranty](#)
 - [What's your return window?](#)
 - [How do I start a return?](#)
 - [Who pays return shipping?](#)
 - [When will I get my refund?](#)
 - [Can I exchange instead of refund?](#)
 - [What if my item arrives damaged?](#)
 - [Warranty length?](#)
 - [What's not covered by warranty?](#)
 - [Do you offer spare parts?](#)
 - [Do I need original packaging?](#)
 - [Can I return assembled items?](#)
 - [Commercial warranties?](#)
- [Products & Customization](#)
 - [Can you customize sizes or finishes?](#)
 - [Do colors match photos exactly?](#)
 - [Can I order fabric/leather swatches?](#)
 - [Do you offer fire-rated fabrics/foams?](#)
 - [Are products suitable for hotels/offices?](#)
 - [Do you provide 3D/2D files?](#)
 - [Where are products made?](#)
 - [Do you offer outdoor finishes?](#)
 - [Weight capacity of seating?](#)
 - [Do you include floor protectors?](#)
 - [Are finishes low-VOC?](#)
 - [What wood do you use?](#)
 - [Can I request a custom RAL color?](#)
 - [Do you offer left/right configurations?](#)
- [Care & Maintenance](#)
 - [How do I clean wood furniture?](#)
 - [How do I care for leather?](#)
 - [Fabric care tips?](#)
 - [Outdoor care?](#)
 - [Do you sell touch-up kits?](#)
- [Sustainability & Compliance](#)
 - [Do you use FSC wood?](#)
 - [Foam and textile standards?](#)
 - [Packaging sustainability?](#)
 - [Do you offer EPDs?](#)
 - [Country of origin labeling?](#)
 - [REACH/Prop 65 compliance?](#)
 - [Do you repair rather than replace?](#)
 - [Do you offset carbon?](#)
- [Trade & B2B](#)
 - [Do you have a trade program?](#)
 - [How do I apply for trade terms?](#)
 - [What's your MOQ for custom?](#)
 - [Do you provide pro-forma invoices?](#)

- [Can you source non-catalog items?](#)
- [Do you offer on-site installation?](#)
- [Can you ship under my account?](#)
- [Can you meet tender specs?](#)
- [Do you label for hospitality](#)
- [Do you provide MSDS/SDS?](#)
- [Accounts & Privacy](#)
 - [Do I need an account to order?](#)
 - [How do I update my address or VAT ID?](#)
 - [How do you handle my data?](#)
 - [Can I delete my account?](#)
 - [Do you store card details?](#)
 - [What are your support hours?](#)
 - [Language support?](#)
- [Website & Tech](#)
 - [Can I save items to a wishlist?](#)
 - [Do product pages include dimensions?](#)
 - [Do you support AR or room visualization?](#)
 - [Can I download assembly guides?](#)
 - [Accessibility features?](#)
- [Pre-Order & Stock](#)
 - [What if an item is out of stock?](#)
 - [Do you accept backorders?](#)
 - [Can I reserve stock?](#)
 - [Will my order ship partially?](#)
 - [How accurate are ETAs?](#)
- [Delivery Day](#)
 - [Will the furniture fit?](#)
 - [Do you call before arrival?](#)
 - [Do you assemble everything?](#)
 - [Do you remove packaging?](#)
 - [What ID do I need?](#)
- [Claims](#)
 - [How do I file a claim?](#)
 - [Do you send a technician?](#)
 - [Do you cover consequential losses?](#)
- [Samples](#)
 - [How long do swatches take to arrive?](#)
 - [How many swatches can I order?](#)
- [Contact](#)
 - [How do I reach support?](#)

Orders & Payments

What payment methods do you accept?

Visa, MasterCard, Amex, PayPal, Apple Pay, Google Pay, and bank transfer for large orders.

Is my payment secure?

Yes—PCI-DSS compliant gateways, TLS 1.2+, and 3-D Secure where supported.

Which currencies can I pay in?

Prices default to EUR. You can view USD/GBP; final charge settles in EUR.

Do you offer installments?

For EU/US we support select buy-now-pay-later partners on eligible baskets.

Can I pay by bank transfer?

Yep—for orders over €2,000. Upload proof to speed up processing.

Will I receive an invoice?

Automatically emailed after payment and available in your account.

Can I change or cancel my order?

Within 24h for in-stock items. Made-to-order locks once production starts.

Do you price match?

We review official quotes on identical items before purchase. Not guaranteed.

Do you charge VAT?

EU consumers: VAT included. Valid EU VAT IDs: reverse charge where eligible. Non-EU: no VAT from us; local taxes may apply.

Can I order by phone or email?

Sure—our sales team can build the cart and send a secure pay link.

Why was my card declined?

Common reasons: AVS/3DS mismatch, daily limits, or bank blocks. Try another method or call your bank.

Do you collect sales tax outside the EU?

We don't. Carriers or customs may collect duties/taxes at import.

Can I split payment across methods?

Yes for card + bank transfer. Contact support to arrange.

Do you offer gift cards?

Digital gift cards in EUR, delivered by email, valid 24 months.

Can I apply multiple promo codes?

One promo per order unless stated otherwise.

Shipping & Delivery

Do you ship worldwide?

Yes—from Italy to 100+ countries via trusted freight partners.

What are your lead times?

In-stock: ship in 2–4 business days. Made-to-order: typically 6–10 weeks plus transit.

How long is transit?

EU: 3–7 business days. North America: 7–14. APAC/ME: 10–18. Remote areas may take longer.

Which delivery services do you offer?

Curbside, Inside Delivery, and White-Glove (room of choice + assembly). Availability varies by postcode.

How is shipping cost calculated?

Based on size, weight, destination, service level, and access conditions.

Do you offer free shipping?

Occasionally for promos or minimums. Check the banner at checkout.

Will I get tracking?

Yes—tracking email when your order leaves our warehouse.

Can I schedule my delivery?

White-Glove includes scheduling. Freight will call/text to confirm a window.

What about building access restrictions?

Tell us about stairs, elevators, permits, or narrow doors beforehand so we plan the right crew.

Do you deliver on weekends?

Select cities only. Surcharges may apply.

Can I ship to a PO box?

No—furniture ships via freight to physical addresses only.

Do you offer stair carries?

Yes—up to specified flights with White-Glove. Extra fees for complex access.

What if I miss delivery?

The carrier will reschedule; storage/redelivery fees may apply.

Can I hold shipment for later?

We can store finished goods for 30 days free; fees after that.

Can I ship to multiple addresses?

Place separate orders or ask our team to split the shipment.

Do you palletize orders?

Yes—export-grade pallets, corner protectors, and shrink wrap as needed.

Are island/remote surcharges a thing?

Sometimes. They're shown at checkout or quoted by our team.

Do you consolidate shipments?

We can ship as items complete or consolidate on request to minimize deliveries.

Can I collect from your warehouse?

Yes—by appointment from our Italy facility. Bring ID and order number.

Do you remove old furniture?

In select cities with White-Glove. Add disposal during checkout.

Do you ship assembled?

Large items ship assembled or partially; flat-pack includes hardware and guides.

Can I change my delivery address?

Before dispatch: free. After dispatch: reroute fees may apply.

Do you ship to freight forwarders?

Yes—provide forwarder details. Risk transfers upon hand-off.

Do you provide liftgate service?

Yes for curbside in most regions; included for heavy pallets.

What happens if the box looks damaged?

Note it on the delivery slip, take photos, and contact us within 48h.

Customs & Duties

Who pays import duties?

Buyer pays in DAP terms unless otherwise stated. We can quote DDP in select countries.

Will you provide HS codes?

Yes—commercial invoice lists HS codes, value, origin, and materials.

Can you help with customs clearance?

Our carriers handle clearance; we supply any docs they need.

Returns & Warranty**What's your return window?**

30 days on stock items in original packaging. Custom and clearance are final.

How do I start a return?

Request a return label in your account or contact support with photos.

Who pays return shipping?

Change of mind: you. Fault/our mistake: we cover it.

When will I get my refund?

Within 7–10 business days after we receive and inspect the goods.

Can I exchange instead of refund?

Yes—exchanges ship once the return scans in, or with a new deposit.

What if my item arrives damaged?

Report within 48h with photos; we'll repair, replace, or refund fast.

Warranty length?

2-year warranty on manufacturing defects; specific components may vary.

What's not covered by warranty?

Wear and tear, misuse, improper cleaning, UV fading, and commercial abuse.

Do you offer spare parts?

Yes—feet, glides, hardware, cushions, and finish kits on request.

Do I need original packaging?

Strongly recommended for returns. Replacement packaging can be purchased.

Can I return assembled items?

Yes if safely repacked. Disassembly fees may apply for pickups.

Commercial warranties?

Contract-grade lines include extended terms; ask for the spec sheet.

Products & Customization

Can you customize sizes or finishes?

Many pieces are customizable. Lead times and pricing will adjust.

Do colors match photos exactly?

Natural materials vary. Order swatches to confirm tone and texture.

Can I order fabric/leather swatches?

Yes—sample kits ship globally. Small fee may apply outside the EU.

Do you offer fire-rated fabrics/foams?

Yes—BS 5852/Crib 5 and CAL TB117 options available on request.

Are products suitable for hotels/offices?

Selected lines are contract-grade with abrasion and stability testing.

Do you provide 3D/2D files?

Yes—3DS, DWG, FBX, and SketchUp models for most products.

Where are products made?

Designed in Italy; manufactured in Italy and select EU partner workshops.

Do you offer outdoor finishes?

Yes—marine-grade metals, UV-stable fabrics, and outdoor foams.

Weight capacity of seating?

Most chairs/sofas are tested to 120–150 kg per seat; see specs.

Do you include floor protectors?

Yes—felt or nylon glides depending on the model.

Are finishes low-VOC?

We prioritize water-based/low-VOC finishes; details in data sheets.

What wood do you use?

Primarily FSC-certified European oak, ash, walnut, and beech.

Can I request a custom RAL color?

Yes—MOQ and surcharge apply. Provide RAL/Pantone reference.

Do you offer left/right configurations?

Sectionals and corner units can be ordered L/R—check product page.

Care & Maintenance

How do I clean wood furniture?

Dry dust weekly; wipe with damp soft cloth and mild soap. No harsh chemicals.

How do I care for leather?

Vacuum gently, wipe with damp cloth, condition every 6–12 months.

Fabric care tips?

Blot spills, avoid rubbing, test cleaners, and use fabric protection if offered.

Outdoor care?

Cover during winter, clean regularly, store cushions dry and ventilated.

Do you sell touch-up kits?

Yes—finish pens and oil/wax kits matched to our standard finishes.

Sustainability & Compliance

Do you use FSC wood?

Yes—FSC-certified sources across core collections.

Foam and textile standards?

Options include OEKO-TEX® Standard 100 and low-emission foams.

Packaging sustainability?

We use recyclable cardboard, paper tape, and right-size packing.

Do you offer EPDs?

Environmental Product Declarations available for select items.

Country of origin labeling?

Commercial invoices and labels state origin per regulations.

REACH/Prop 65 compliance?

Materials are screened; product-level statements provided on request.

Do you repair rather than replace?

We prioritize repair and provide parts to extend product life.

Do you offset carbon?

We invest in efficiency first; select shipments can be carbon-offset.

Trade & B2B

Do you have a trade program?

Yes—volume pricing, project support, and net terms (on approval).

How do I apply for trade terms?

Submit your company details and VAT/tax ID on our Trade page.

What's your MOQ for custom?

Depends on item/finish—typically 10–50 units. Ask for a quote.

Do you provide pro-forma invoices?

Yes—valid for 14 days with specs, lead times, and payment terms.

Can you source non-catalog items?

We can develop or source equivalents if specs are clear.

Do you offer on-site installation?

Yes—project installs via our logistics partners and crews.

Can you ship under my account?

Yes—EXW/FCA terms with your carrier and instructions.

Can you meet tender specs?

Share drawings and standards; we'll confirm conformity or alternates.

Do you label for hospitality

We can add room tags, barcodes, and packing lists per room.

Do you provide MSDS/SDS?

Safety data for finishes/adhesives available on request.

Accounts & Privacy

Do I need an account to order?

No, but accounts speed checkout and store invoices and addresses.

How do I update my address or VAT ID?

Log in → Account → Billing/Addresses, then save changes.

How do you handle my data?

We only use it to fulfill orders and support you. See our Privacy Policy.

Can I delete my account?

Yes—request via support. We'll remove non-essential data after legal holds.

Do you store card details?

No—our payment processor tokenizes them. We don't see full numbers.

What are your support hours?

Mon–Fri, 9:00–18:00 CET via chat, email, and phone.

Language support?

English and Italian on all channels; other languages by email.

Website & Tech**Can I save items to a wishlist?**

Yep—tap the heart. Wishlists sync across your devices when logged in.

Do product pages include dimensions?

Yes—full specs with width, depth, height, seat height, and packaging.

Do you support AR or room visualization?

For select items we offer AR models on mobile and scale diagrams.

Can I download assembly guides?

PDFs are on each product page and in your order email.

Accessibility features?

Keyboard navigation, alt text, and contrast compliant pages.

Pre-Order & Stock**What if an item is out of stock?**

You can pre-order; we show estimated restock dates on the page.

Do you accept backorders?

Yes—charged at checkout; cancellable until production starts.

Can I reserve stock?

We hold items for 48h after a pro-forma is issued.

Will my order ship partially?

Choose split shipment at checkout or consolidate to one delivery.

How accurate are ETAs?

We update ETAs if suppliers or carriers change schedules.

Delivery Day

Will the furniture fit?

Measure doorways, hallways, and elevators. Compare to our spec sheet.

Do you call before arrival?

Freight calls/texts a time window; White-Glove confirms a slot.

Do you assemble everything?

White-Glove includes assembly; curbside/inside doesn't by default.

Do you remove packaging?

White-Glove includes packaging removal and cleanup.

What ID do I need?

A matching government ID and order number for release.

Claims

How do I file a claim?

Open a ticket with order number, photos, and a description within 48h.

Do you send a technician?

For repairable issues, yes—authorized techs handle warranty fixes.

Do you cover consequential losses?

No—coverage is limited to the product and delivery per our Terms.

Samples

How long do swatches take to arrive?

EU: 5–7 days. International: 7–14 depending on service.

How many swatches can I order?

Up to 10 free; larger sets billed and refundable against purchase.

Contact

How do I reach support?

Email support@yourbrand.com, chat via site, or call/WhatsApp +39-XXX-XXX-XXXX (Mon–Fri, 9:00–18:00 CET).