



FAQs, DELIVERY & RETURNS

Ordering furniture for your nursery is a big decision, and we want you to feel comfortable and confident before placing your order.

Below you'll find answers to some of the questions we're asked most often about our furniture, customization, payments, delivery, warranties and after-sales support.

ABOUT DREAM FURNITURE

Where is Dream Furniture based?

Dream Furniture is a proudly South African furniture manufacturer based in Johannesburg.

Our showroom is located at:

The Ridge Wellness Centre

No. 1 Ateljee Street

Randpark Ridge, Johannesburg

Can I visit your showroom before placing an order?

Absolutely. You are welcome to visit our Johannesburg showroom to view our furniture, fabrics, finishes and products in person.

Tel: 011 795 1800

WhatsApp: 082 783 2609

Email: info@dreamfurniture.co.za

What if I don't live in Johannesburg?

You are welcome to contact our team before ordering.

We can assist with product questions and arrange a live video showroom tour where appropriate, allowing you to get a better look at our furniture, finishes and available options before making your decision.

Is Dream Furniture a South African manufacturer?

Yes. Our furniture is manufactured locally in South Africa, with many pieces handcrafted to order in our own workshop.

Is your furniture kept in stock?

Most of our furniture is made to order rather than mass-produced.

This allows us to create pieces according to the colors, fabrics, finishes and customization options selected by each customer.

Certain mattresses, accessories and other products may have different availability and lead times.

CUSTOMISATION

What can I customise?

Customization depends on the product and may include:

- Fabric choices
- Colors and finishes
- Selected handles
- Upholstery options
- Certain design details

Available options will be shown on the relevant product page or can be discussed directly with our team.

Will the colours look exactly the same as they do online?

We do our best to represent colors, fabrics and finishes as accurately as possible.

Please note that colors may appear slightly different in person due to screen settings, lighting conditions and natural variations in materials.

If you are unsure about a color or finish, we recommend contacting our team before confirming your order.

LEAD TIMES

How long will my order take?

Our current estimated lead times are:

Furniture: approximately 3–4 weeks

Linen: approximately 3–4 weeks

Mattresses: approximately 1–2 weeks

Accessories: approximately 3–4 weeks

Because many Dream Furniture products are made specifically for each customer, lead times are estimates and may occasionally be affected by material availability, production schedules or circumstances outside our control.

Will I receive an estimated delivery date?

Yes.

Your order is processed immediately and our team will contact you via email to confirm your estimated delivery date.

Can you accommodate an urgent order?

In some circumstances we may be able to assist with an urgent order.

Please contact our team before placing your order so that we can check current production schedules and availability.

PAYMENTS

What payment options are available?

Dream Furniture offers several convenient payment options:

- Visa
- Mastercard
- Apple Pay
- Google Pay
- Capitec Pay
- EFT
- Stitch Pay Later

Can I pay for my purchase in instalments?

Yes.

With **Stitch Pay Later**, qualifying customers can spread their purchase over **2–6 interest-free monthly instalments**.

Eligibility and payment terms are subject to Stitch's applicable terms and approval.

Can I pay a deposit?

Yes.

A **70% deposit** is required to confirm a made-to-order furniture order.

The remaining **30% balance** is payable before delivery or collection.

When will I need to pay the outstanding balance?

Our team will contact you during the week prior to your scheduled delivery or collection.

At this stage we will confirm your delivery or collection details and request payment of the outstanding 30% balance.

DELIVERY & COLLECTION

Do you deliver throughout South Africa?

Yes. Dream Furniture offers delivery throughout South Africa.

How much does delivery cost?

Your delivery fee is calculated automatically during the online checkout process based on your shipping details.

You will be able to see the delivery cost before completing payment.

Can I collect my order instead?

Yes.

During checkout, you can select the collection option instead of delivery.

Collections are from our Johannesburg premises:

The Ridge Wellness Centre

No. 1 Ateljee Street

Randpark Ridge, Johannesburg

Our team will contact you to confirm your collection details.

What should I do when my order arrives?

Please inspect your order when it is delivered or collected and report any problems within **48 hours**.

For deliveries outside Gauteng, we recommend checking your products upon delivery, where possible, while the logistics company is still present and before signing the waybill.

If you are not available to personally receive the order, any problems may still be reported within 48 hours.

What happens if there is a problem with my order?

Please report any damage, fault or manufacturing issue in writing to:

info@dreamfurniture.co.za

Our team will acknowledge receipt of your report and confirm the process to assess and remedy the issue.

WARRANTIES

What warranty comes with my furniture?

Rocking chairs & recliners:

- Frames and mechanisms – **3 years**
- Fabric – **2 years**

Cots, compactums & beds:

- **2 years**

The warranty excludes normal wear and tear and water damage.

CANCELLATIONS & RETURNS

Can I return custom-made furniture?

Most Dream Furniture pieces are handcrafted specifically for you according to your selected colors, fabrics, finishes and other customization options.

For this reason, we are generally unable to accept change-of-mind returns on custom-made products once they have been produced.

What if I need to cancel my order?

Cancellation requests must be submitted in writing to:

info@dreamfurniture.co.za

If an order is cancelled due to a change of mind after the item has already been produced specifically for you, Dream Furniture can offer a **credit note for the original value**.

Alternatively, where a refund is requested, a **15% administration fee** will apply.

What happens in exceptional circumstances?

We understand that sometimes circumstances are far beyond a customer's control.

In the event of pregnancy or infant loss, your order will be cancelled and **all payments will be refunded in full**.

For other genuine exceptional circumstances, please contact our team directly so that we can discuss your situation with you.

STILL HAVE A QUESTION?

Buying nursery furniture is an important purchase, and you are always welcome to speak to a real person before placing your order.

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Email: info@dreamfurniture.co.za

Visit our Johannesburg showroom:

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