



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.