



RETURN POLICY

Thank you for your purchase. We hope you are happy with your purchase. However, in accordance with customer's rights under CCR 2013, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

WARRANTIES

Products are covered under a 12 months warranty by Glenkeen Furnishings and products from the below suppliers have the extended warranties as stated.

Respa mattresses have a **6 years** warranty

Alstons upholstery offer a **10 years** warranty on the foam and frames only

Image suites have a **3 years** warranty on the frames and recliners

RETURNS

Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods. If your order consists of multiple goods, the 14 day period runs from when you get the last of the batch. This 14-day period is the time you have to decide whether to cancel, you then have a further 14 days to actually send the goods back. A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary. The extent to which you can handle the goods is the same as it would be if you were assessing them in a shop.

RETURN PROCESS

To return an item, please email customer service at info@glenkeenfurnishingsonline.co.uk to obtain a authorisation that it will be either refunded, replaced or store credited. If using a courier to return the item, please place the item securely in its original packaging and include your proof of purchase, and mail your return to the following address:

Glenkeen Furnishings Ltd
Attn: Returns
37 Glendermott Road, Waterside
L'Derry/Derry
BT47 6BG

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Bedding, pillows, mattresses (unless defect upon delivery)

Last updated December 22, 2020

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

02871345608

info@glenkeenfurnishingsonline.co.uk