

Complaints Policy

We want to ensure that by shopping with us, you have found this to be a positive and happy experience. However, if you're not satisfied with your purchase or something's gone wrong, please contact our customer service team on info@luxuryforhomes.co.uk as soon as possible and we can discuss how we may be able to resolve the issue for you.

If you have received the product(s) and you then decide to return these item(s), for whatever reason, you must notify us within 14 days of receipt by contacting the Customer Service Team confirmed in writing to info@luxuryforhomes.co.uk

Any products returned are subject to the goods being in a full resalable condition. You (the customer) will be responsible for any costs associated with returning the item(s).

Our aim is to respond to your complaint as quickly as possible, usually within 48 hours, when we can communicate with you as to how we can resolve the issue.

If we are unable to provide you with a resolution within 14 days, we will contact you to explain the reason for delay and when we expect to resolve the issue by.

Finance agreement complaint

If your finance agreement is regulated by the Finance Conduct Authority and you are dissatisfied with our response, you have the right to refer your complaint to the Financial Ombudsman Service. This service is free of charge. Further information and contact details can be found on www.financial-ombudsman.org.uk.