

Return Policy

Goods damaged in transit:

Please check all packages and make sure all goods received are in good condition before you sign the docket when the delivery driver delivers the goods to you.

If any goods arrive damaged, please mark damaged on the delivery docket and provide photos of the damages and contact Urbano Interiors at the time of the delivery. Please phone: 09 2729165 or info@urbanointeriors.co.nz . We will arrange to have the damaged item returned to the Urbano Interiors and either repair or replace the goods or refund the price to you.

Return damaged stock:

Any shipping costs to return the damaged goods to Urbano Interiors will be at the cost of Urbano Interiors.

Exchange of stock:

If you wish to exchange goods purchased from Urbano Interiors we are happy to do this. Any difference in cost the purchaser will obtain a store credit. Any freight costs will be paid by the purchaser.

Change of mind:

Please choose carefully as we do not have to provide a refund if you have changed your mind about a particular purchase.

Consumers Guarantees Act:

Under the Consumer Guarantees Act 1993 ('CGA'), you have guaranteed legal rights for goods [and services] you buy

This returns policy is not intended to exclude or limit any rights which you may have as a consumer under the Consumer Guarantees Act 1993 and may not necessarily describe all rights you may have.