

Policies

1. Transfer of ownership of the furniture takes place only when the buyer has satisfied all the obligations incumbent upon him/her under these presents, and all amounts due under the contract, both the capital and the interest incurred when collecting the amounts due have been paid in full.
2. An order is conditional upon the approval of Meubles Larry Sinray, which may refuse the order at any time and for any reason. In this event, only the amount paid as a down payment will be refunded to the customer.
3. In the event the customer requests the cancellation of the sales contract before the date set for the delivery of the goods, the customer will be billed a penalty of 20% of the total amount of the contract for damages and interest (see point 6).
4. Lay-aways cannot exceed a period of 6 months. Once this period is over, monthly interest charges of 2% and storage fees of 1% will be applied.
5. Any amount due for more than 30 days will be charged a fee of 2% monthly or 24% annual interest.
6. The customer must ensure that the access is adequate for the merchandise ordered.
7. Exchange policy: a charge of 20% will be required for an exchange of merchandise previously authorized by the sales manager.
8. There may be partial delivery of merchandise on a sales contract in the event of a delay caused by procurement from the manufacturers or problems with procurement from the manufacturers.
9. We do not move used pieces.
10. Taxes are subject to change according to the rates in effect at the time of delivery.

30 nights comfort guarantee at Meubles Sinray

We believe that customer satisfaction is our main goal. Your comfort matters to us. Considering that your mattress is probably the most used item in your house the optimum life should be 10 to 15 years. Most manufacturers void any guarantee if the mattress is stained. Our store offers a 30 day guarantee according to the following conditions:

1. A protective cover of the same size must be bought at the same time as the mattress.
2. The consumer must use the protective cover at all times.
3. The consumer must use the mattress a minimum of 14 days as there is a period of adaptation to habituate to a new mattress.
4. This guarantee is for a maximum duration of 30 days and allows the consumer a comfort exchange only. The value of the new mattress must have a monetary value equal or superior to the original, with any upgrade charged reimbursed by the consumer.
5. In the case of the exchange, the consumer must return the mattress in original packaging, clean and without damage. If the mattress is stained or damaged the comfort guarantee is automatically void.
6. This guarantee assures you of making a wise choice and assures you of years of comfort.
7. No charge for delivery and exchange within a radius of 50km.
8. Selected models only.