

Return Policy



In our Industry, there are some events which might lead to you receiving a product that might have a slight defect or damage, be it as an oversight during the QC process as human error or whilst in transit or delivery. As the company who has sold you the product, we understand the disappointment that this can cause especially after paying for bespoke goods at bespoke pricing. We sincerely apologise if this happens to you. We at Arcadia are here to assure you that our team will be there to assist you in rectifying the issue from start to finish.

Due to the nature of our business, we carefully tailor each order to the customer's own requests and specifications to create the perfect bespoke piece of art that is fitting to its new home. It is for this reason that we do not accept returns, nor do we offer any form of refunds or credit on deposits, new sales or off the floor items purchased "voetstoots". Should any issues or concerns about the product arise, our team will work on those concerns as a matter of priority until you as the customer are completely satisfied with the product.

At Arcadia Designz, we have the privilege of working with some of the world's most exotic wood species to turn your vision into reality. Please keep in mind that whilst these beautiful species are spectacular to work with, they too have imperfections and natural variations in colour, grain pattern and density that is completely out of our control. In the instance where we manufacture your product from a foreign wood species, we must remember that there will be slight shrinkage or cracking as it adapts to our local climate. These imperfections and variations should be looked at as tribute towards the unique nature and life of the tree that has now produced your stunning product rather than a flaw in the timber itself. Here are some examples of said imperfections and variations in relation to their respective species. Please note that these examples are some of the known imperfections but are not limited to:

Kiaat: Colour variations include Dark Brown, Light Brown, White, Yellow, Red and orange.

Oak: Markings and knots

Ash: Colour variation between lighter and darker planks. Grain pattern variation.

As stated above, there might be some instances where due to human error in the QC checks, there might be a workmanship or material issue or even damage during transit. Our queries department will work tirelessly on resolving these issues. These are issues that will be covered by the company due to the customer not using the products at the time that the issue is reported. It is important to understand that gradually over time there might be damages that occur to the item due to wear and tear, age and maintenance. We provide any advice that might help towards cleaning, maintenance, care and repair to all our customers whenever they need it. Alternatively, we can assist in certain repair or maintenance work should the client feel overwhelmed to do so themselves. This service will be charged for.

If you receive your product and have any queries relating to quality of workmanship or any damages, you will have 7 days from the date of delivery to notify us on that issue in writing via email. We will then investigate where we went wrong and will request to come out and view the item before collecting it for repairs.