

YOU AND SOUL & TABLES

Customer service is part of our DNA and we are committed to providing with a great shopping experience. Kindly read through our FAQ - if you have further questions you may email us at info@soulandtables.com.sg or call us at +65 9272 1545.

How can I place my order?

You have three options: visit our showroom and place an order with our team, order online on www.soulandtables.com.sg, or email us at info@soulandtables.com.sg with the list of your requested items.

If you have ordered online, your order is confirmed once you have paid the full amount online and received a sale order by email.

If you have placed your order in our showrooms or via email, your order is confirmed upon receipt of 50% deposit payment.

We reserve the right to refuse to accept your order if we are unable to obtain payment, or otherwise at our discretion.

What do the prices include?

All prices displayed are in SGD and inclusive of GST, delivery and installation (for flat packed items).

If any errors are made on your sale order, we will inform you and revise the sale order, you will have the option to confirm or cancel it.

We propose a discount tiers scheme based on the amount of your sale order:

For orders above \$2,000, 5% discount applies

For orders above \$5,000, 10% discount applies

For orders above \$8,000, 12% discount applies

These discounts cannot be cumulated and are not applicable to sale items and partners brands (The Grey House, Mae Woven, European Bedding and Annette).

How can I pay?

We accept cash, cheque, bank transfer, PayNow, and credit card.

We require full payment or 50% deposit at order confirmation. The balance payment will be paid upon delivery.

Can you ensure what I see is what I will get?

We use high quality solid wood for all our furniture. Due to the nature of wood, our furniture may vary in colours, tonality, grains, marks and mineral stains, and may vary from showroom display pieces and product images on our website. We believe that this

is what makes solid wood furniture unique and do not consider such variations as defects.

We can organise a viewing session before your delivery for you to choose the exact piece you want in your home. Viewing sessions are scheduled only on weekdays from 11am to 6pm. We will open up to 2 pieces per design.

When can I be delivered?

Soul & Tables offers free delivery locally in Singapore and aims to deliver all in-stock items within 2 weeks. However, this is not guaranteed and delivery timeframes may vary during peak periods such as Christmas and Chinese New Year and on weekends.

On occasion, your purchased product(s) may not be in-stock or may need to be specially ordered in. We do our best to provide accurate estimated delivery dates for your convenience. In the event of delays due to unforeseen circumstances, we reserve the right to amend delivery lead-times and reschedule delivery, subject to availability of the next delivery slot.

What happens if I'm not happy with the furniture I bought?

We take great pride in the quality and design of our products and offer full refunds, exchanges and returns of products up to 30 days after delivery.

If for any reason, you are dissatisfied with the product(s) received, please contact us at info@soulandtables.com.sg or +65 9272 1545 to facilitate maintenance or an exchange.

Our 30-day free return policy does not apply to items sold at exceptional discounts, such as showroom display pieces which are sold as is, or damaged products resulting from intentional misuse, abuse, alterations, modifications and incorrect self-assembly.

If for any reason, you would like to cancel your order, please contact us for assistance.

What is the warranty on your products?

We offer lifetime warranty for all Ethnicraft products on mechanisms and manufacturing defects - if any. We also offer a 3-year warranty on Fermob outdoor furniture.

How do I take care of my furniture?

Keep your Soul & Tables purchases in top shape with some [basic care tips](#) that will help you get the most out of your furniture.

Alternatively, we offer complimentary staining, varnishing, and servicing of discoloured or defective items, whenever you may need them, whether it's the day of purchase or years down the road. If you notice any marks or discolourations, or if a mechanism faults occur over time, we'll be there to rectify the issue at no extra charge.

What do you do with my personal details?

Maintaining your trust and ensuring that you feel assured of the security of your personal data is important to us.

Your personal information is collected when you request for a quotation, place an order, or take part in a contest held by Soul & Tables. The information obtained enables us to process and deliver orders, provide superior service, and to engage in promotional and marketing communications with you. Our website also uses "cookies" to remember your preferences and to provide a better shopping experience. Cookies cannot be used to collect any personal information, nor are they used in combination with personal information you have provided us. You are able to adjust the settings on your browser to not automatically receive cookies, or to reject cookies.

We take precautions to ensure that your personal information will not be disclosed to unauthorised parties and will not disclose personal information to any third parties, except where you have provided consent or disclosure is required by law, or where disclosure is made in connection with contests where we publicly announce the name of winners.

If you do not wish to receive any promotional or marketing materials from Soul & Tables, you have the option to do so when receiving our newsletter. If you wish to update, change or remove your personal information from our database, please contact us at info@soulandtables.com.sg

INTELLECTUAL PROPERTY

Acceptance of Soul & Tables' Terms and Conditions means that you agree that all copyright, trademarks and other intellectual property rights in our website are owned by Soul & Tables and our content suppliers.

CHANGES

We reserve the right to amend these Terms and Conditions at any time. Changes are effective upon publication. Continued use of the Site will be deemed to constitute acceptance of the new Terms and Conditions.

LAW

Our term and conditions and all purchases shall be governed by the laws of Singapore and subject to the exclusive jurisdiction of Singapore courts.