



Terms and Conditions of Sale

1. Payment

Goods will stay under full ownership of Noraya Furniture until full payment has been received and confirmed.

Payments will be made via Equity card.

Late payments will attract an interest charge of 10% per month on the outstanding balance.

All prices are in Kenya Shillings (KES) and inclusive of applicable VAT.

Quotations are valid for 7 days from the date of issue. Prices are subject to change without notice.

Goods will be released only after full payment has been received and confirmed.

2. Reservations and Deposits

A minimum deposit of 50% of the total invoice value is required to reserve goods.

Goods will be reserved for a maximum of two (2) weeks from the date of deposit payment.

If full payment is not made within the reservation period, the goods will be returned to stock, and the deposit will be held.

Deposits are non-refundable.

No reservation or storage will be applicable on sale or clearance items.

3. Delivery

Free delivery is offered for purchases above KES 150,000 within designated delivery zones.

For purchases below KES 150,000, delivery charges will apply depending on location.

The Customer must confirm accessibility of delivery points (e.g., stairs, doors, and lifts).

Noraya Furniture will not be liable for any delivery challenges due to restricted access or unsuitable conditions.

A minimum of KES 10,000/- charge will apply for any rejected, rescheduled or failed delivery, plus any costs incurred will be charged.

Noraya Furniture will not be liable for third-party delivery damages, loss or delays once goods leave the premises.

Deliveries will be scheduled based on availability upon confirmation of full payment. Any applicable delivery costs will be charged accordingly.



4. Storage

Goods can be stored free of charge for 14 days if full payment has been received.

Thereafter, a 10% storage charge (of the total invoice value) will apply per month for a maximum of 21 days.

After the 21-day period, the order will be cancelled and the goods will be returned to available stock. Refunds will be issued after applicable deductions, including storage charges and a 20% administration fee calculated on the invoice value.

Upon full payment, storage may be extended for a maximum of 21 days at a rate of 10% of the invoice value. All storage fees are payable weekly in advance.

Storage facility is not applicable for sale or clearance items.

5. Exchanges, Returns & Cancellations

No returns, no exchanges, and no refunds are allowed once goods are purchased.

All defective goods must be reported at the point of delivery and documented on the delivery note. For self-collection orders, goods must be inspected prior to leaving the premises. Noraya Furniture accepts no liability for goods once they are no longer in our possession.

Cancellations after goods have been dispatched or processed are not permitted.

6. Liability and Warranties

Noraya Furniture provides no warranty or guarantee unless expressly stated in writing.

The customer is responsible for verifying dimensions, colours, finishes, suitability, and access points before confirming an order.

Noraya Furniture will not be liable for any losses, damages, or delays resulting from third-party transport, misuse, or handling by the customer.

7. Personal Data We Collect

We may collect information including your name, contact details, address, payment information, transaction history, delivery instructions and marketing preferences.

For retailers or partners, we may collect business name, contact person, business address, and tax information. When you visit our website, we may also collect IP addresses, browser data, and cookies.

8. How We Use Your Data

We use your data to process and deliver orders, manage transactions, communicate updates, coordinate logistics, and provide customer support.

We may also process your data for marketing partnership and management compliance with legal and tax obligations.



9. Marketing Communications

We will only send you marketing communications with your consent.

You can opt out at any time by using the unsubscribe link or contacting us directly at info@norayafurniture.com.

10. General Provisions

The customer confirms that they have read, understood, and accepted these Terms and Conditions before making any purchase.

Customer Acknowledgment

The Customer confirms that they have read, understood and accepted these Terms and Conditions.