

## DELIVERY & INSTALLATION POLICY

### 1. PURPOSE

Effective Date: 25 August 2026 Last Updated: 25 August 2026

This Delivery & Installation Policy sets out the terms governing delivery, transportation, installation, customer availability, site access, inspection and acceptance of furniture supplied by Naifur Designs.

This Policy should be read together with the applicable Naifur Designs Terms & Conditions of Sale, Warranty Policy, quotation, invoice, order confirmation and Delivery Note.

Nothing in this Policy is intended to exclude or restrict any mandatory rights available to customers under applicable Kenyan law.

### 2. DELIVERY ARRANGEMENTS

Delivery arrangements will depend on the customer's order and the quotation issued by Naifur Designs.

Delivery may be:

- Arranged through an authorised third-party delivery provider; or
- Arranged by the customer, where agreed.

The applicable delivery charge, where any, will be communicated to the customer before delivery where reasonably practicable.

### 3. DELIVERY ADDRESS

The customer must provide an accurate and complete delivery address.

The customer should provide:

- Estate/building name;
- House/apartment number;
- Floor number;
- Road/street;
- Landmark;
- Contact person's name;
- Contact telephone number; and
- Any other information reasonably necessary to locate the delivery location.

The customer is responsible for notifying Naifur Designs of any change to the delivery address before dispatch.

### 4. ACCESS REQUIREMENTS

Before delivery, the customer must inform Naifur Designs of any circumstances that may affect access, including narrow gates, narrow doors, narrow corridors, staircases, small lifts, low ceilings, restricted parking, security restrictions, building management requirements, long carrying distances, uneven or difficult terrain, restricted delivery hours and other access limitations.

The customer should provide photographs or measurements where Naifur Designs reasonably requests them.

### 5. CUSTOMER RESPONSIBILITY FOR ACCESS

The customer is responsible for ensuring that reasonable access to the delivery location is available.

Where furniture cannot be delivered because of an access restriction that was not disclosed before delivery, Naifur Designs may attempt an alternative delivery method where reasonably practicable, reschedule the delivery, return the furniture to the workshop or storage facility, or arrange another reasonable solution with the customer.

Reasonable additional costs arising from undisclosed access restrictions may be charged to the customer where permitted by law. These may include additional transportation, additional labour, waiting time, special equipment, storage, re-delivery or other reasonable expenses.

### 6. CUSTOMER AVAILABILITY

The customer or an authorised representative should be available at the agreed delivery time.

The authorised representative should be capable of receiving the furniture, inspecting the furniture, confirming the delivered items and signing the Delivery Note.

Where the customer cannot be present, the customer should notify Naifur Designs and provide details of the authorised representative.

## **7. DELIVERY RESCHEDULING**

Customers should provide reasonable notice where they need to change an agreed delivery date.

Repeated postponements may result in additional delivery, handling or storage costs where reasonably incurred.

Where the furniture has already been dispatched and delivery cannot be completed because of a customer-related issue, reasonable additional transportation or handling charges may apply.

## **8. CUSTOMER UNAVAILABILITY**

Where delivery cannot be completed because the customer is unavailable, the authorised representative is unavailable, the premises are inaccessible, access arrangements have not been made, the customer requests postponement, the customer refuses to receive the furniture without a valid reason, or the delivery location is materially different from the information provided, Naifur Designs may reschedule the delivery.

Reasonable additional costs caused by the unsuccessful delivery may be charged to the customer where permitted by law.

## **9. DELIVERY OF CUSTOM-MADE FURNITURE**

Custom-made furniture is manufactured according to the customer's approved specifications.

Before delivery, Naifur Designs may confirm product completion, customer balance, delivery address, access arrangements, delivery date and installation requirements.

Customers should ensure that the delivery location is ready to receive the furniture.

## **10. BALANCE PAYMENT**

Unless otherwise agreed in writing, the outstanding balance may be required before or upon delivery.

Where payment is required before dispatch, Naifur Designs may delay dispatch until the required payment has been received.

Nothing in this clause affects any mandatory consumer rights or remedies available under Kenyan law.

## **11. INSTALLATION SERVICES**

Where installation is included in the customer's order, Naifur Designs will provide the agreed installation service.

Installation may include, depending on the product:

- Assembly;
- Joining furniture components;
- Attaching legs;
- Installing handles;
- Installing mechanisms;
- Positioning furniture;
- Installing agreed accessories; or
- Other agreed assembly work.

The scope of installation will depend on the particular product and quotation.

## **12. INSTALLATION NOT INCLUDED**

Unless expressly stated in the quotation or order confirmation, installation does not automatically include:

- Electrical work;
- Plumbing;
- Masonry;
- Wall construction;
- Structural alterations;
- Painting;
- Tiling;
- Flooring work;
- Ceiling work;
- Major drilling or structural modification;

- Moving unrelated household items;
- Disposal of existing furniture; or
- Other specialist building work.

Additional services may be subject to separate charges.

### **13. SITE CONDITIONS**

The customer is responsible for ensuring that the installation area is reasonably suitable and accessible.

The customer should ensure that the installation area is clear, existing furniture is moved where necessary, floors and walls are reasonably accessible, required electrical connections are available where applicable, required building approvals are obtained where necessary, and any building or estate restrictions have been communicated to Naifur Designs.

Naifur Designs will not be responsible for damage or delay arising from concealed or undisclosed site conditions to the extent permitted by law.

### **14. WALL-MOUNTED FURNITURE**

Where furniture is to be mounted or secured to a wall, the customer should inform Naifur Designs of any relevant wall conditions.

Walls may contain electrical wiring, plumbing, reinforcement, pipes or other concealed structures.

The customer should disclose known information regarding concealed infrastructure.

Where necessary, Naifur Designs may recommend that a qualified specialist carry out electrical, plumbing or structural work.

### **15. INSTALLATION SAFETY**

Naifur Designs personnel will use reasonable care during installation.

Customers should keep children, pets and unauthorised persons away from the installation area while work is being carried out.

Customers should not interfere with tools, equipment or mechanisms during installation.

### **16. DELIVERY INSPECTION**

The customer or authorised representative should inspect the furniture upon delivery.

The inspection should include:

- Correct product/design
- Correct quantity
- Correct fabric/colour
- Cushions
- Mechanisms
- Accessories/components
- Visible damage
- Scratches or marks
- General condition
- Installation, where applicable

Any visible issue should be recorded on the Delivery Note where reasonably practicable.

### **17. DELIVERY DAMAGE**

Where Naifur Designs arranges delivery, the company will assess any claim that furniture was damaged during transportation.

Customers should notify Naifur Designs promptly, take clear photographs or videos, avoid attempting unauthorised repairs, and allow reasonable inspection where necessary.

Naifur Designs will determine the appropriate remedy based on the circumstances, applicable warranty and applicable Kenyan law.

### **18. CONCEALED DEFECTS**

A customer may discover a manufacturing defect after delivery that was not reasonably visible during inspection.

Such an issue should be reported to Naifur Designs promptly after discovery.

The applicable Naifur Designs Warranty Policy will govern qualifying manufacturing defects.

## **19. CUSTOMER-ARRANGED TRANSPORT**

Where the customer chooses to arrange transportation through an independent transporter, responsibility for transportation rests with the customer and/or the appointed transporter once the furniture is handed over, subject to applicable law and any written agreement with Naifur Designs.

Customers are encouraged to use suitable vehicles and trained personnel when transporting furniture.

## **20. CUSTOMER RELOCATION AFTER DELIVERY**

Once furniture has been delivered and accepted, damage caused by moving or transporting the furniture by the customer or an unauthorised third party is generally not covered by the Naifur Designs Warranty Policy.

Customers should avoid dragging furniture, lifting furniture incorrectly, disassembling mechanisms, removing structural components or using unsuitable transportation methods.

## **21. STORAGE AFTER COMPLETION**

Where furniture is completed and ready for delivery or collection, the customer should arrange delivery or collection within the agreed period.

Where the customer delays collection or delivery for an extended period after receiving appropriate notice, Naifur Designs may apply reasonable storage charges.

The applicable storage charges and commencement date will be communicated to the customer where reasonably practicable.

## **22. INSTALLATION COMPLETION**

Upon completion of installation, the customer or authorised representative should inspect the furniture and installation.

The customer may record any visible issues on the Delivery Note or Installation Acceptance section.

Where no visible issue is recorded, this does not automatically prevent a customer from making a valid claim regarding a concealed manufacturing defect or other legally protected right.

## **23. DELIVERY NOTE**

The customer or authorised representative may be required to sign a Naifur Designs Delivery Note & Customer Acceptance Form.

The Delivery Note records items delivered, quantity, delivery location, delivery date, condition at handover, installation status, visible issues and customer acceptance.

The Delivery Note does not replace the applicable Terms & Conditions or Warranty Policy.

## **24. DELIVERY TEAM**

Naifur Designs may use its own employees, contractors or authorised third-party delivery providers.

Delivery personnel may be required to follow reasonable safety and access procedures.

Customers should not request delivery personnel to perform work outside the agreed delivery or installation scope.

## **25. THIRD-PARTY BUILDINGS AND ESTATES**

Where delivery takes place in an apartment building, gated community, office building, hotel, estate or other controlled premises, the customer is responsible for informing Naifur Designs of applicable delivery hours, security requirements, parking restrictions, loading-bay requirements, lift restrictions, access permits and building-management rules.

Additional costs caused by undisclosed restrictions may be charged where reasonably incurred and permitted by law.

## **26. DELIVERY DELAYS**

Delivery dates may be affected by traffic, weather, vehicle breakdown, road conditions, production delays, customer-related delays, access restrictions, supplier delays, security restrictions and events beyond Naifur Designs' reasonable control.

Naifur Designs will make reasonable efforts to notify customers of significant delivery delays.

A stated delivery date is an estimate unless expressly confirmed in writing as a guaranteed date.

## **27. FORCE MAJEURE**

Naifur Designs will not be responsible for delays caused by circumstances beyond its reasonable control, including natural disasters, fire, flood, severe weather, civil unrest, government restrictions, major transport disruptions, strikes, supplier failures, significant infrastructure failures or other circumstances beyond reasonable control.

Naifur Designs will take reasonable steps to minimise the effect of such events.

## 28. CUSTOMER ACKNOWLEDGEMENT

By accepting delivery, the customer acknowledges that:

1. The furniture has been delivered to the agreed location.
2. The customer has had an opportunity to inspect the furniture.
3. Any visible delivery issues should be recorded on the Delivery Note.
4. Installation, where included, has been performed according to the agreed scope.
5. The customer has received or has access to the applicable Warranty Policy.
6. The customer understands that concealed manufacturing defects remain subject to applicable warranty and statutory rights.

## 29. GOVERNING LAW

This Delivery & Installation Policy shall be interpreted in accordance with the laws of the Republic of Kenya.

Nothing in this Policy is intended to exclude or restrict any mandatory consumer rights available under Kenyan law.

## 30. CONTACT INFORMATION

NAIFUR DESIGNS

Website: [www.naifurdesigns.com](http://www.naifurdesigns.com)

Telephone / WhatsApp: 0791 374 385 / 0795 513 958

Location: Along Bakhita Crescent Road, Githunguri, Nairobi, Kenya

## CUSTOMER ACKNOWLEDGEMENT

I confirm that I have been provided with or made aware of the Naifur Designs Delivery & Installation Policy.

Customer Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Naifur Designs Representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Contemporary Furniture • Custom Made with Care

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