



# **EXCHANGE**

& Upgrade Offer

## **Your Upgrade Journey, Simplified**

### **Step 1**

Share your old furniture details. Any brand, any make.

### **Step 2**

Once you choose Durian, we arrange a smooth doorstep pickup.

### **Step 3**

Your new Durian furniture is delivered and installed – effortlessly.

# Exchange Offer – Frequently Asked Questions (FAQs)

## 1. What is the Exchange Offer ?

The Exchange Offer allows you to bring in your old furniture and receive a direct discount on selected new products under our ongoing promotion.

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## 2. Which products are eligible for the Exchange Offer?

The offer is applicable only on selected products as specified by the company during the promotional period. Promotional and heavily discounted products may not be eligible.

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## 3. How is the exchange value calculated ?

The Exchange Offer provides a fixed promotional discount on your new purchase. No separate cash value is assigned to your old product.

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## 4. Can I combine the Exchange Offer with other discounts or EMI ?

No. The Exchange Offer cannot be combined with additional discounts. EMI options may not be available on purchases made under this offer.

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## 5. What kind of old furniture can I exchange ?

You may exchange furniture that is in movable and reasonably acceptable condition. Products with minor damages, scratches, wear and tear, or even certain damages may be considered. However, severely damaged, infested, or unsafe products may be rejected at the time of inspection.

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## 6. Who decides if my product is eligible for exchange ?

Final eligibility is subject to physical verification at the time of pickup. The company reserves the right to accept or reject the product based on its condition.

## **7. What happens during pickup ?**

- The old product must be available at your delivery address.
  - The product should be dismantled (if required) and ready for collection.
  - Pickup will be scheduled within the timeline communicated by our team.
  - Final approval is subject to physical inspection during pickup.
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## **8. What if my product is rejected at pickup ?**

If the product does not meet the required eligibility or condition criteria, the exchange discount may be revised or cancelled. In such cases, the customer will be required to pay the applicable difference.

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## **9. Can I get cash for my old furniture ?**

No. The Exchange Offer provides a promotional discount only. No cash payment or credit will be given for the old product.

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## **10. Can I claim my old product back after handover ?**

No. Once the old product has been handed over and collected, it cannot be reclaimed under any circumstances.

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## **11. What happens if I cancel my new order ?**

The exchange discount is a promotional benefit and is not refundable in cash. Any refunds or cancellations will be processed as per the company's standard sales policy.

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## **12. Can the company modify the Exchange Offer ?**

Yes. The company reserves the right to modify, suspend, or withdraw the offer at any time without prior notice.

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## **13. How do I confirm my acceptance of the terms ?**

By availing the Exchange Offer, you confirm that you have read and agreed to the Terms & Conditions of the promotion.