



## Furniturization FAQs

### What Are The Required Documents?

- Bank Statement / Salary Slip
- Present Address Proof
- Permanent Address Proof
- Cancelled Cheque

\*Our Team may ask you to submit additional documents if required. Colive and its brand partners reserves the right to accept/ reject your order

### Is There A Contract?

- Yes, you are required to sign a contract at the time of delivery. The contract will include the basic terms of renting furniture.

### What Is The Pickup Procedure, Notice Period And Early Termination Policy?

- This is a fixed tenure contract, no notice period and early termination and pickup of the material is applicable

### Is Replacement/Repair Or Any Other Maintenance Free Of Cost?

- Repair, replacement is free only in case of faulty raw material and manufacturing defects, rest will be charged as per actuals

### What Happens After My Tenure Is Over?

- We would never wish to end the relationship with you. However on completion of the tenure, the material belongs to you

### What Are The Late Payment / Bounce Charges?

- Late Payment Charges: Rs.100/- per day
- Colive One Time Bounce Charges: Rs.200/-

\*For each payment bounce there may be additional charges as per your Bank

### What is the minimum tenure to avail furniture rental from Colive?

- There are two available fixed tenure / subscription options for 42 and 48 months.

### What is the minimum quantity to avail the service?

- The minimum quantity is 30 units in one property

### When should I pay the rent? What if I get delayed in the process?

- You are required to pay the monthly rent in advance before the 1st of every month. Late Payment Charges is Rs.100/- per day. 1st month rent is payable in advance during the contract signing along with 2 months deposit.

### Is there any deposit amount?

- Yes, 2 months of monthly rentals

### What are the payment methods available for paying the rent?

- The 2-month deposit is to be paid upfront along with one-month advance rental, while booking your subscription with us. For monthly rental, we will send you an invoice with a payment link on your registered email id. Payment can be made via multiple payment options including net banking, credit/debit card.

### Can I get the actual product picture?

- All the photos on our kit are real pictures of the product. We do a photoshoot with all our items to give you a taste of what the product will look like in your premises.

### Are there any charges for subscription cancellation?

- Subscription cannot be cancelled during the contract tenure. In case of any default, applicable contract clauses will be initiated with damages.

### Can I reject/return the complete/partial products at the time of delivery?

- Yes, you can get replacement as per applicable policy.

### Are there any particular damage charges?

- Yes, if you damage a product in any way, you'll have to pay the damage charges. We offer regular repair services during the warranty period, as per the brand partner guidelines. But in case of major damage, the subscriber has to pay for damage repair, as applicable.

### Which brand of furniture will I get?

- Cityfurnish with different rate and subscription tenure options. Terms and conditions will vary as per partner brand guidelines

### What will be the condition of the furniture at the time of delivery?

- We always deliver our products in mint condition, i.e., they are restored to their original condition and are subjected to rigorous quality tests before they are delivered to you.

### Can I pay upfront for my rental tenure?

- Yes, you can. Additionally, you will be getting an extra discount upon paying upfront for your subscription.

### Are there any delivery charges?

- For standard delivery within applicable city limits, its free. For any customized options, respective additional charges will be levied.

### What happens if I am not in the property at the time of delivery?

- We can still deliver it in presence of any authorized person assigned by you.

### How and till when can I modify my order?

- You can modify your order within 24 hours of placing it. Delivery time and date might change due to modification. There are no extra charges for modifications. However, you can't modify your orders post the expiry of the 24 hours period as we would have already placed an order with our manufacturing team and work would have started on it.

### What If I Don't Have A Service Lift?

- Minimum Lifting Charges are Rs.500/- per floor after 3rd floor. Charges may vary as per the products ordered

### Are There Any Relocation Charges?

- Relocation is free after 6-months of tenure. Before 6months there will be relocation charges as per the order and place of relocation, as per partner brand guidelines.

### Is Replacement/Repair Or Any Other Maintenance Free Of Cost?

- Repair, replacement and maintenance is free as long as it is related to general wear and tear only, rest will be charged, as per partner brand guidelines

### Can I get the customized furniture size?

- As per brand partner available options. Rates and subscription plans will change, as per availability and customization.

### What documents are required for the subscription?

- Sale deed for owners
- Lease rental agreement covering the tenor for the subscription, in case of aggregators/ operators
- Property tax receipts for previous & current year
- Property active license copy
- Post dated cheques for the entire amount of subscription
- KYC, PAN & Aadhar Card
- GST certificate, if applicable