

Terms and Conditions

Prices

- 1) Prices shown on our website are in Indonesian Rupiahs (IDR). Prices may change without any notifications.
- 2) The delivery charge for each order will be determined based on the item's size, weight, and the delivery area.

Product, stock and availability

- 1) We try our best to give the most accurate colors on the computer screen. But due to different monitor display, the colors may appear differently.
- 2) Once you have placed your order, you will receive an email confirmation. If for any reason we are unable to fulfil your order due to stock issue, we will let you know at the earliest opportunity and we will give you a full refund.
- 3) You can order any of our products as long as they are still available. Kindly note that adding items to your shopping cart does not mean the items are reserved for you. You will have to check out properly to make sure you purchase the product.
- 4) We reserve the right not to process your order if we are unable to validate your payment due to reasons such as different account holder's name or incomplete payment. We also reserve the right not to process your order if the product is out of stock, and somehow the system fails or errors. If this matter occurs, we will refund your payment completely.

Payment

- 1) Payment can be made via Bank Transfer, Paypal, and credit card.
- 2) Payment should be made strictly in 48 hours (2 days) after checking out. We will automatically send an invoice with the details of your order via email. If you cannot transfer and confirm within that time, your orders will automatically expire. You may order again, but we cannot guarantee the availability of our products.
- 3) You have to confirm your payment at our website to validate your purchase or contact us through email or WhatsApp Business.
- 4) Confirmation (only for Bank Transfer) should be made after you have paid your order. You can make the confirmation easily by clicking on the 'CONFIRM PAYMENT' link. Be sure to keep your order ID so you can confirm your order.
- 5) You do not need to confirm your payment if you pay with Credit Card.
- 6) We accept cards bearing the MasterCard or Visa symbol.
- 7) Keeping your online payments secure is our number one priority. That means you might need to verify your card payment to complete your transaction.
- 8) We guarantee that your details are completely safe with us. All information is sent encrypted to ensure total security of any sensitive information.
- 9) If your transaction is not approved, your order might be automatically cancelled. Please contact your bank or card provider if you have any questions about this.
- 10) For payment with PayPal, you will be redirected to the PayPal website to proceed with the payment. After payment is confirmed, you will return to laflo.com, and your order and payment will be complete.
- 11) Cancellations will not be accepted if payment has been confirmed. All purchases are considered final with no exchanges or returns permitted. Please contact us at ask@laflo.co.id or +62 813 8572 8873 for any modification on your orders.

Shipping and delivery

- 1) Free shipping is available for all deliveries to Jakarta and Tangerang areas. Deliveries made to other areas are subject to additional delivery charges. For all shipment outside Jakarta and Tangerang area, our team will be in touch with you to make the arrangements and calculate the costs.
- 2) You can also use our Click & Collect service, select "pick-up in store" in the checkout. Your purchase will be ready in the store within 3-4 days after we receive your order and payment confirmation.
- 3) We will deliver your purchase within 3-4 days (for ready stock items) or 4-5 months (for pre-order items) after receiving your order and payment confirmation. We deliver Monday-Saturday, except on national holidays.
- 4) For expedited delivery or special requests such as gift wrapping and card, you may write down the details in the "Note" section.
- 5) Since Laflo is using its own carrier, a tracking number will not be available. We will contact you before the delivery to confirm the delivery date and time.
- 6) Please contact us through ask@laflo.co.id for all international orders.

Installation

- 1) Laflo is not responsible for making sure that the goods purchased can fit into the customer's intended location and that all goods can be brought up by elevator.
- 2) All lighting products purchase include free installation on the site. If the site is not ready yet, the customer is responsible for informing Laflo to reschedule the shipping and installation date/time.

Product warranty, maintenance and repairs

- 1) By default, Laflo gives one year (12 months) store warranty to all products that you purchased from us with the exceptions of normal usage wear and tear on products finishes and upholstery.
- 2) Laflo always checks the condition of the purchased goods before being delivered, and Laflo makes sure that all products are delivered in good condition.
- 3) Please be sure to check the condition of the purchased product upon receiving. Our carrier/courier is required to ask you to sign a Delivery Order as approval that the product has been received in good condition. If you notice the product is damaged upon delivery, you are requested to refuse acceptance of the product and to immediately inform us through email at ask@laflo.co.id or WhatsApp us at +62 813 8572 8873.
- 4) Once products are received, the condition of products is under the responsibility of the customer.
- 5) As we care about your products as much as you do, we are on standby to assist you with your regular dry-cleaning over your furniture's removable upholstery or reupholstery. Our team will gladly come to remove the cover, arrange the covers to be cleaned professionally to third-party professional dry-cleaners, and help put back the covers in place for your furniture.

Returns and exchange

- 1) Purchased items are not returnable, exchangeable, and refundable.

LAFLO

F.A.Q

Where is your showroom located?

Our showroom is located in Jalan Simprug Golf 2 VIP III, Kebayoran Lama, Jakarta Selatan 12220, Indonesia.

Do we need to make an appointment before visiting your showroom?

You can come at any time during our operational hours without an appointment. If you'd like to visit outside of the operational hours, please contact our WhatsApp at +62 813 8572 8873 to make an appointment.

What are the operational hours of Laflo?

We open Monday to Saturday from 10 AM - 5 PM.

Do you have a customer service number?

Yes, you can contact our official WhatsApp Business number at +62 813 8572 8873 for more information about our products and services.

What kind of payment methods do you accept?

We do accept payments via bank transfers to our BCA account as well as credit card payments online. We accept as well payments by cash but only in-store and not on delivery.

Feel free to get in touch with us directly:

Laflo

ask@laflo.co.id

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Monday to Saturday: 10 AM to 5 PM