

FAQ

General

Where are you located?

Our office is located at Bellamyalaan 19, 2111 CH Aerdenhout, the Netherlands.

Where can I see and try Quodes Products?

Our primary showroom is online—here on Quodes.com—where we display and sell everything in our collection for everyone to access.

Since our target group is an international audience with consumers and interior architects who love top design furniture, you can see and try our collection at design fairs, dealers or in projects. Please contact us for the most convenient possibility.

How can I place an order?

You can place the order directly online through our website or by sending us an email.

Are you a trade professional? Let us know, it is a pleasure to support your projects or retail activities!

Can I change or cancel my order?

Did something go wrong during the purchasing process or you simply changed your mind? No worries!

As long as the order has not been taken into production or, in case of a stock item, shipped out from our warehouse, it can be modified.

Can I order spare parts?

Missing a screw, nut or bolt? We're here to help! We have spare parts available for most of our products, with a few exceptions.

Photos, sketches and videos are a big help - feel free to share any of the above. Once we know what you are missing, we will help place an order and make sure you receive the correct part.

Shipping and Delivery

Which countries do you ship to?

We ship to most countries in Western Europe by a professional furniture transportation company or, for smaller items, by courier.

To all other destination, such as overseas, we deliver Ex Works and will support you with transportation quotes and will take care of safe packaging, such as wooden crates.

For our customers based in the UK, Switzerland and Norway we will charge a fee for customs clearance. National VAT will be charged directly by the local tax authorities and needs to be paid separately by the customer.

What is the return process?

We want you to be 100% satisfied with your purchase from Quodes!

You may return your undamaged and unused Quodes purchase in its original packaging within 14 days of receipt.

The customer is responsible for any shipping charges associated with returning the order to our warehouse and can choose the carrier of her/his choice.

To initiate a return, please contact our customer team at info@quodes.com with your order number and we'll send you all the details! As we strive to keep improving our service and products, it would be great if you could also share with us the reason of the return :)

How much are the return shipping costs?

The return shipping costs will vary, depending on the weight of the product and where it is being shipped from.

Since the customer is responsible for any shipping charges associated with returning an undamaged item you are free to use the most cost-efficient shipping method for you. To get an accurate quote from the carrier of your choice, you can use the product's dimensions and weight that are displayed on each product's page

Where do I need to return the products?

To initiate a return, please email info@quodes.com with your order number and reason for return. We will then share with you the address to where the products need to be returned.

Please note that to be able to accept your return, items must be new and in original packaging.

When will I be reimbursed?

Once your order has processed through our warehouse, we will issue a refund via your original payment method. It can take 3-5 business days to appear in your bank account, but we promise, it is on the way!

As soon as your return is in the mail, send us an email at info@quodes.com with tracking information. This will help us keep an eye on the return, and make sure you receive your refund quickly.

What is the Quodes warranty?

Quodes offers a 2 year warranty on all its products.

The warranty covers and is valid only for, flaws and defects in the manufacturing or workmanship of the product. The Quodes Warranty applies to Quodes Products exclusively, and does not cover or apply to any purchases made outside of Quodes.com.

What is the claim process?

If you feel there is an issue with your Quodes product or if something is missing, we are here to help!

The quickest fix for issues large and small start with filing a claim at info@quodes.com .

For easy filing, you'll need the following: - Order number: - Photos of the damaged item, exterior packaging and shipping label - Article # / SKU of the product

Make sure to hold on to all packaging and product(s) while your claim is open.

We will respond to all submitted claims within the next 3-4 business days. If you need to get in touch sooner, please reach out to info@quodes.com.