



COZZI
H O M E

Is your official website included all your products?

We only put our hot-sale products here. Please contact us at contact@cozzihome.com to get more information.

How can I customize the products?

A) Standard Products

You can modify the fabric, color, size, some materials and the finished of the product.

B) Tailor-made

Please send us the images of product you want, and list your requests accordingly.

What is your minimum quantity?

The MOQ for each order is 10 pieces, there is no MOQ for the unit product, mixed order is available.

Do you have stock? When is your lead time?

Please contact us to check if there is stock or not. If not, standard lead time is 40-45 days.

Do you support 3rd party inspection?

Yes, we support 3rd party inspection on every production stage & well finished product inspection before package.

What is your after-sale service ?

A) Quality Complains

If any customer make quality complaints, we'll forward to our service team. They will report directly to our factory manager. Usually we will hold a meeting with production, purchasing and packaging departments in 24 hours, and will response in 48 hours with feedback and solution.

B) Emergency replacement

Replacement will be sent asap if quality problem, but excluded man-made damage

Why does my piece look different from the photograph in the catalog?

We've done our best to represent each piece as closely as possible. However, different lighting and settings in photography will affect the color and appearance of a piece.

Should I be concerned about direct sunlight?

Sunlight, water and humidity levels should always be considered. Never place furniture in areas that are exposed to direct sunlight or extreme heat for extended periods of time.



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