

## CUSTOMER SALES ORDER TERMS & CONDITIONS

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**CONGRATULATIONS** on your purchase. Please take a moment to confirm your order is correct and to review the following terms and conditions.

**ORDER STATUS** We will contact you once your order has arrived. Orders can generally take from 2 to 12 weeks (depending on the manufacturer). Merchandise is subject to delays for a variety of reasons beyond our control. We will endeavour to keep you up to date of any changes. Island Home Furniture is not responsible for the manufacture of the furniture and cannot be held responsible for any delays that may occur.

**RETURN POLICY** Furniture is ordered the day of the sale to meet the specific need of each customer. Once the order has been placed with the manufacturer, it cannot be cancelled and therefore is subject to a 20% restocking fee. Furniture requested from our inventory is also subjected to a 20% restocking fee as replacement pieces are ordered the same day. Regularly stocked items can be returned within 7 days for a 20% restocking fee or a full in-store credit. Returns will only be accepted if they are received back in the same condition they were sold. All pickups will be subject to a pick up fee\* \*See in store for rates.

**FLOOR MODEL & CLEARANCE ITEMS** All floor models and clearance items are sold **AS IS – FINAL SALE**. These items must be picked up within 7 days of purchase and Island Home Furniture cannot be held responsible for any damages that occur after the sale. It is the customers responsibility to look over floor models for damages and defects.

**MATTRESS SLEEP GUARANTEE** All new mattresses qualify for a 100-day sleep guarantee as long as an appropriate mattress protector is purchased on the same invoice and used. Mattresses should be tested for a minimum 30 days before returning and the mattress protector used at all times. Soiled or dirty mattresses cannot be returned under any circumstance. If sleep guarantee is activated, the mattress will be returned for a store credit. Island Home Furniture reserves the right to charge additional delivery / pick up fees. The mattress protector does not qualify for return once it has been used. Floor models and clearance mattresses are exempt for the 100-day sleep guarantee program.

**PICK UP PROCEDURE** Our warehouse is conveniently located in the store. Please be advised that pick-up merchandise will be left in the factory wrap and un-assembled; however, we will sometimes unwrap merchandise to confirm that no damage occurred during shipping. Island Home Furniture reserves the right to charge a minimum of \$25 to assemble your furniture should you require. Customers who are picking up furniture should bring their own blankets or some sort of protection for their furniture. We can help you load your furniture into your vehicle but it is your responsibility to ensure it is appropriately secured and safe for transport. It is the customers responsibility to check for damages before leaving, Island Home Furniture cannot be held responsible for any damages after you leave. Pick up hours are **Tuesday – Saturday 10am-4pm**.

**DELIVERIES** price for delivery is determined by geographical area and number of pieces. Delivery includes assembly and setup but not installation of hardware. We will attempt to give you a 4-hour window in which to expect your delivery; however, Island Home Furniture cannot be held responsible for any delays that may occur on the delivery day. We are not responsible to move your existing furniture and if the area is not clear, we reserve the right to cancel the delivery or leave the furniture partially setup. In preparation for your delivery, please ensure all accessories, wall art etc...are removed to prevent damage. In case of difficult or tight deliveries, a damage waiver may need to be signed. If you live in a building with an elevator, it is your responsibility to ensure the furniture you purchase will fit as we will not carry furniture up more than one flight of stairs. Please inspect all furniture once it is delivered with the delivery team and note any concerns on the delivery slip. Furniture must be paid for in full before delivery can occur. All tax exempt First Nations orders must be FOB a first Nations reserve address as per the *BC Ministry of Small Business Revenue Bulletin SST 034, SS4 046 and Section 87 of the Indian Act, Department of Justice, Canada*.

**WARRANTIES & DEFECTS** Unless excluded, the furniture is covered by the manufacturers warranty as detailed on the card that accompanies your furniture. Under the Island Home Furniture Limited Warranties, we reserve the right to repair at our option or replace any part or parts to be found defective. In the case of cosmetic damage, a trained technician will contact you within 30 days to arrange an in-home repair. Only in rare cases when an un-repairable structural defect is discovered will furniture be replaced. The in-home service is only available to customers in the local trading area. Island Home Furniture reserves the right to charge a pick up fee for warranty work.

**PAYMENTS AND FINANCING** All orders must be paid in full before receiving the product. If financing is used, the finance contract will be submitted to the finance company on the day of the sale. Please note all payments are made directly to the finance company, we cannot accept payment in store.