

# White Glove Delivery Agreement & Guidelines

This form must be read and completed before delivery can be scheduled.

## Access & Obstruction

All delivery paths must be clear, and pets must be secured before the scheduled delivery. If the path is blocked or unsafe, delivery may not be completed, and additional charges may apply.

## Furniture Installation & Removal

Our white-glove delivery service includes placement in the room of your choice and full assembly. It does **not** include removing or dismantling existing furniture, mounting or attaching items to walls, or handling electronic equipment.

## Stairs & Elevators

I confirm that I have accurately reported the number of stairs and/or the availability of an elevator. Failure to provide this information may result in delays or additional fees.

## Adult Present for Delivery

I understand that someone 18 years or older must be present at the scheduled time to receive and sign for the delivery.

## Late Delivery / Missed Appointment

If no adult is present at the scheduled delivery time, a late fee or rescheduling fee will be charged.

## Scheduling Delivery

You will be contacted once all items in your order have arrived. Delivery will then be scheduled within the following two weeks.

## Holding Fee

If you are unable to accept delivery within two weeks of being contacted, a storage fee of \$10 per day may be charged until delivery is scheduled.

## Rescheduling & Missed Deliveries

I agree to notify the store at least 24 hours in advance if I need to reschedule. Missed deliveries due to customer absence or incorrect information will incur a rescheduling fee.

## Day of Delivery

On the day of delivery, you will receive a call from the warehouse team early in the day, and another text when the delivery team is on the way.

## Final Placement & Inspection

Upon delivery, I will inspect the furniture for damage or defects and approve final placement. Once accepted, damage not noted at delivery may not be eligible for a claim.

## Multiple Deliveries

Deliveries are typically scheduled only after all items on an invoice have been received. If an order requires multiple deliveries, additional delivery charges will apply. For orders requiring multiple deliveries, the full balance must be paid at the time of the first delivery.

**I acknowledge that I have read and agree to all of the previous statements.**

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_