

## White Glove Delivery Agreement Form

This form must be read and filled out before delivery can be scheduled.

### Access & Obstruction

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

### Furniture Installation & Removal

We offer white-glove delivery service, which includes placement in the room of your choice and full assembly. However, it does NOT include removing or dismantling existing furniture, hanging or attaching items to walls, or handling electronic equipment.

Initial: \_\_\_\_\_

### Stairs & Elevators

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

Initial: \_\_\_\_\_

### Adult Present for Delivery

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

### Late Delivery

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

Initial: \_\_\_\_\_

### Scheduling Delivery

**The Warehouse team will text you once ALL your items have arrived to schedule your delivery. Your delivery will then be scheduled within the following two weeks.**

### Holding Fee

If you are unable to receive your furniture within two weeks of being contacted, we reserve the right to charge a fee of \$10 per day until delivery is scheduled.

### Rescheduling & Missed Deliveries

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

Initial: \_\_\_\_\_

**Day of Delivery**

On the day of your delivery, you will receive a text from the Warehouse team early in the day, as well as another text when they are on their way to your stop.

**Final Placement & Inspection**

Upon delivery, I will inspect the furniture for any damage or defects and approve final placement.

Once accepted, any damage not noted at the time of delivery may not be eligible for a claim.

Initial:\_\_\_\_\_

**Multiple Deliveries**

Deliveries are typically not scheduled until ALL items on an invoice have been received. If an order requires multiple deliveries, additional delivery charges will apply.

For orders with multiple deliveries, the full balance must be paid at the time of the first delivery.

Initial:\_\_\_\_\_

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

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

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