

Delivery Guidelines (01/19)

General Public:

The standard delivery charge is \$50 to the general public. This includes delivery of up to 3 items within Milwaukee County. A complete bed or kitchen set is counted as one item. Any delivery of more than 3 items or oversize furniture will require additional charges of \$5 per item.

Conferences (Voucher Recipients):

Both stores offer discounted delivery services to voucher recipients. The discount applies whether or not the conference is paying for the delivery. Deliveries are scheduled in advance and must be paid for at the store. If the conference chooses to pay for delivery they should note that on the gift certificate.

Example: Delivery up to Thirty-five Dollars (\$35).

The standard delivery charge for a gift certificate recipient is \$35. This includes delivery of up to 3 items within Milwaukee County. A complete bed or kitchen set is counted as one item for the set. Any delivery of more than 3 items, oversize furniture, or outside Milwaukee County may require additional charges

Notes on Deliveries:

*Store personnel will deliver to the 1st or 2nd floor only, unless a suitable elevator is available for use.

*The client is responsible to measure the furniture to ensure it will fit through any doors, hallways, etc. Delivery personnel will not attempt to deliver in any circumstance where damage to property or injuries to store personnel might occur. If either of these instances arise the client may choose to have the furniture left at the entry to their home or returned to the store. In either case, the delivery charge will not be refunded. If merchandise is returned to the store, the customer will have 48 hours to reschedule and return to the store to pay for another delivery.

*Delivery personnel will not move or dispose of any existing furniture in the client's home.

*Delivery personnel will call the client the day before the delivery at the phone number on record to verify that the client will be home at the designated time. Delivery times are given within a 4 hour window. Example: Tuesday between 12-4pm.

*Delivery charges are non-refundable. If the client needs to alter the delivery day they are responsible to call the store prior to close the night before the delivery to reschedule.