

## Store Delivery Questions and Answers

- 1. Q:** What constitutes 4 items? Is it similar to the store policy? For example, a kitchen table and four chairs...one item or more?

**A:** A table and 4 kitchen chairs is one item.
- 2. Q:** Provide examples of “oversized” items.

**A:** Oversize items are anything that 2 people cannot deliver alone comfortably. Examples would be sofa beds, large oversize wood furniture
- 3. Q:** What is a mattress considered when looking at the \$40 for two beds? Sometimes their conference will write a voucher for four mattresses instead of complete beds so that the family members have a mattress to sleep on. It’s not a complete bed order. Does it fall into the category for \$40 delivery charge?

**A:** in this example, 4 mattresses only would be equivalent to 2 beds since a complete bed set contains 2 large pieces (box spring and mattress). This example would be a \$40 delivery.
- 4. Q:** Does Eddie call the friend in need to confirm appointments?

**A:** Store staff will call and set up the mattress appointment. The client is responsible to be there. Eddie may call when on the way. He will not have the list of deliveries until the day he picks them up at the store.
- 5. Q:** Does this procedure of using the bed form, eliminate the need for a friend in need to go to the store if they are only receiving a bed?

**A:** Using the bed form eliminates any need for the client to come to the store with a gift certificate. Any gift certificates filled at the store will incur the \$60 delivery charge for up to 4 items.
- 6. Q:** If I send in a bed order form via email and am also writing a gift certificate for bedding - do I have to note the client is getting a bed on the bedding gift certificate?

**A:** No - once the bed order form is sent in you do not have to note it anywhere else.
- 7. Q:** If a customer is paying for delivery, how do they set it up?

**A:** They go to the store and call Eddie directly. All details are then taken care of with Eddie directly. There is no store involvement in the arrangement other than storing the merchandise until delivered.
- 8. Q:** For the beds-only deliveries, am I correct that the \$40 rate is only good if the conference pays for it? (I assume when you receive the bed delivery form from us, you would charge it on our stores invoice.) Or is there also a way for the neighbor/client to pay for that delivery?

**A:** You are correct that the \$40 rate for beds only is good only when the conference is paying for delivery. There is no need to write a voucher or have the neighbor go to the store in this case.

9. **Q:** If the neighbor we visited is going to pay for their own (\$60) delivery for other items, could you clarify that process? (e.g., Do we need to have them call Eddie directly before they go to the store to shop? Or can they go to the store, select their items, and then connect with Eddie?)

**A:** If the neighbor is paying for their own delivery, the standard rate is \$60. The client can call Eddie before they shop or while at the store to confirm Eddie's availability. The money for the delivery will be due to Eddie when they checkout. If Eddie is present, they can pay him directly. If Eddie is not present they can pay when they checkout and will receive a receipt to show they have paid.