

## **Noble House Delivery Information and Policies**

### **Delivery Options**

- Furniture Drop Off: Furniture will be dropped off in client's garage or on porch in original packaging. Client is responsible for unpackaging and assembly of furniture as well as disposal of all packaging materials. Noble House is not responsible for any damages that occur in the process of unpackaging, assembly or moving after the drop off.
- White Glove Delivery: Furniture will be brought into client's home, placed, unpackaged, assembled, plugged in, and inspected. All packaging materials will be taken with us.

### **Power Furniture**

- Client is responsible for noting and understanding the power requirements of furniture purchased. This includes providing power outlets, power strips and/or surge protectors long enough to reach power furniture. If furniture is unable to be tested upon delivery, client will have 48 hours to test power mechanisms and notify Noble House of any issues.
- Noble House recommends the use of surge protectors for all power furniture.

### **Damage Upon Delivery**

- In the rare case of a manufacturer defect or damage during delivery, Noble House will restore the furniture to manufacturers "like new" standards.

### **Cancellations and No-Shows**

- Delivery cancellations must be made 24 hours before the designated delivery slot. Deliveries not cancelled before this time, or deliveries in which no one is at the house to accept the delivery will be charged in full for their delivery slot. In cases of severe weather, family emergencies or other extenuating circumstances approved by delivery manager, Noble House will work with the client to reschedule.

### **Payment Policies**

- All items must be paid for in full before or upon delivery.
- Client may pay at the store, call in the payment or pay delivery team when they arrive.
- If an item is missing upon delivery, the client will not be charged for that item until a second delivery can be arranged as soon as possible free of charge. However, all other items delivered must be paid for upon delivery.

### **Other Policies**

- Client must measure the intended space for their furniture to ensure it will fit, including the pathway from outside the home to the intended spot. This includes making sure corners are wide enough for the furniture to make turns. We recommend a minimum 6" of extra space for all doorways, hallways, staircases etc.

- All reserved merchandise that remains in our possession more than 14 days after the date of arrival will be issued a 3% storage fee per month until merchandise is delivered or picked up.
- The delivery manager has the right to change a white glove delivery to a “drop-off” if the route to the selected placement of furniture will likely cause damage to the furniture or client’s home. In this case, a refund of \$35 will be issued. If the client would still like the furniture placed in the designated spot, they are solely responsible for any and all damage that may occur to the furniture or their home during delivery. They may note their approval to take the risk on the delivery slip.
- Noble House delivery moves Noble House furniture only. All other furniture that needs to be moved out of the way to place new furniture must be moved by client prior to Noble House’s arrival. If furniture has not been moved, the delivery manager has the right to change the delivery to a drop-off. In this case \$35 will be refunded to the client. In the case of extenuating circumstances arrangements must be made with Noble House Deliveries at least 48 hours in advance to schedule enough time to move extra furniture. These cases will be subject to an extra fee that will be quoted on a case-by-case basis.
- All pets or other animals must be restrained for the duration of the delivery. If the client refuses, the delivery manager has the right to change the delivery to a “drop-off”. In those cases, \$35 will be refunded to the client.
- For the safety of your furniture, your home and our delivery team we ask that the pathway selected for the furniture delivery is a “natural pathway” (through the front door, hallways and up or down a staircase). If the furniture must take an “unnatural path” (through a window or up or down odd size staircases or hallways) Noble House Deliveries must be notified at the time the delivery is scheduled. These deliveries may be subject to extra fees if extra movers are required. If the move is considered unsafe for the team, home or furniture, the delivery manager has the right to change the delivery to a drop off and a \$35 refund will be issued to client. Inability to get furniture into the home is not grounds for return of custom ordered goods.

Our goal is for every customer of ours to love the furniture they receive. An integral part of that goal is protecting large, heavy and sometimes awkward furniture pieces during delivery. These policies are an important part of protecting your purchase. We appreciate your understanding and assistance during the delivery process.