

Noble House Pick-Up Information and Policies

Pick-ups are a service offered by Noble House that allows clients to pick up their items from our showroom or warehouse at no cost. All policies are in place to protect the furniture, clients and Noble House from damage or liability.

General Policies

- All items must be paid for in full before pickup.
- All reserved merchandise that remains in our possession over 14 days after the date of arrival will be charged a 3% storage fee per month until merchandise is delivered or picked up.
- Client must contact Noble House to schedule a pick-up. Pick-ups must be scheduled at least 24 hours in advance and are subject to availability. Speak with one of our designers or delivery managers for more information.

Transport and Moving

- The client will be responsible for providing enough manpower to move items from our dock into their vehicle safely. Please speak with our Delivery Manager if you are unsure of how many people you should bring.
- Noble House is not responsible for damage that occurs to furniture while clients are loading it into their vehicle.
- Noble House will not be held liable for injury that occurs to client or those assisting them move furniture from our dock to their vehicle.
- If client would like Noble House Deliveries to load items in their vehicle, time slots are available and must be scheduled at least 24 hours in advance. This service is available once a week.
- Client is responsible for providing a vehicle or trailer large enough to take all items with them. If multiple trips are needed, the client must schedule a pick-up slot for each trip they need to take. Noble House Deliveries can provide the size of the box and help client decide what size vehicle will be needed to safely move the items. We recommend discussing this with the delivery manager at least 24 hours prior to pick up. Inadequate transportation will not be a reason for cancellation and will be subject to our cancellation policy (see below).
- Client is responsible for providing moving supplies needed to safely transport items. This includes, but is not limited to, moving blankets, plastic sheeting in cases of inclement weather, tie downs, etc. Insufficient moving supplies will not be reason for cancellation and will be subject to our cancellation policy (see below). Noble House may have extra materials on hand to help, but it is not guaranteed.
- All items will be in their original packaging and unassembled (if assembly is required) unless arrangements have been made in advance to have it assembled. Arrangements for assembly must be made 72 hours in advance. This will be taken care of at no extra cost to the client. Client will be responsible for disposing of packing materials.
- Furniture purchased off the showroom floor will remain unwrapped, however, we can cover with thin plastic sheeting if requested.

Damage

- In the case of manufacturer defect, Noble House must be notified within 24 hours of the client's pick-up. Noble House will cover the issue to meet manufacturer standards.
- Noble House is not responsible for damage that occurs to furniture in transport, unloading, assembling, unboxing etc. once it leaves our possession.

Cancellation and No-Show Policy

- Cancellations not made by close of day prior to scheduled pick-up date, or no-shows will be charged a \$25 moving fee to move items back to our warehouse until pick-up is rescheduled. Items not picked up are subject to 3% monthly storage fee if pick-up is not made within 14 days. All fees must be paid in full before pick-up or delivery is rescheduled.
- In cases of severe weather, family emergency or other extenuating circumstances, Noble House Deliveries will work with clients to reschedule pick-ups and come to a satisfactory conclusion that protects the furniture.
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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 and/or pick up. These policies are an important part of protecting your purchase. We appreciate your understanding and assistance during the delivery and pick up process.