

Noble House Delivery Information and Policies

Delivery Options

- Furniture Drop Off: Furniture will be dropped off in the client's garage. Items will not be assembled or unboxed. Client is responsible for unpacking 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 unpacking, assembly or moving after items are left in the client's garage.
- White Glove Delivery: Furniture will be brought into the client's home, placed, unpackaged, assembled, plugged in, and inspected. All packaging materials will be taken with us.
 - o Noble House Deliveries does NOT hang mirrors, art, clocks or other items in client's homes and this service is not included in a White Glove Delivery

Power Furniture

- Client is responsible for providing power outlets, power strips and/or surge protectors long enough to reach power furniture. If furniture is unable to be tested upon delivery the 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 case of manufacturer defect or damage during delivery, Noble House will cover the issue up to manufacturer standards
- Any damage occurring to furniture during deliveries will be covered by Noble House up to manufacturer standards.

Cancellations and No-Shows

- All delivery cancellations must be made 24 hours before the client's designated delivery slot. Deliveries not canceled before this time, or deliveries in which no one is at the house to accept the delivery will still be charged in full for their delivery. In cases of severe weather, family emergencies or other extenuating circumstances; Noble House will do its best to work with the client to come to a satisfactory conclusion..
- If a client has a conflict that we are unable to accommodate, the delivery date can be changed at no charge to the client. Note: this is for conflicts the client has notified Noble House Deliveries about at least 48 hours in advance. All other conflicts will be subject to the above policy.

Payment Policies

- Payment in full is required before a delivery will be scheduled.
- Clients may come into our showroom or call us to pay for their delivery.
- Financing through synchrony financing is an acceptable method of payment for items. Clients can come into our showroom and talk to a designer to get set up for this service.

- If an item is missing on a delivery the client will not be charged for that item but will be charged for all items delivered and the delivery fee.

Other Policies

- Clients must measure not only the space where the furniture would go, but all door frames, hallways, stairways and other the furniture and delivery team will have to go through to move the furniture to its final spot. This includes making sure corners are wide enough for the furniture to make turns. We recommend a minimum of 6" of extra space for all doorways, hallways, staircases and other.
- All reserved merchandise that remains in our possession over 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 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 responsible for any and all damage that may occur to the furniture or home during delivery.
- 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 Deliveries arriving. 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 case of extenuating circumstances arrangements must be made with Noble House Deliveries at least 48 hours in advance for us to move 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 put away or 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 this case \$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 is a "natural pathway" (through the front door, hallways and possibly up or down a staircase) if the furniture must take an "unnatural path" (through a window or up or down multiple staircases) 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 or impossible 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.