

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 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 they are allowed to be taken.
- 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.
- Client must contact Noble House to schedule a pick-up. Pick-ups must be scheduled at least 24 hours in advanced and are subject to availability. Speak with one of our designers or delivery managers for information on

Transport and Moving

- Pick-ups will be loaded during designated pickup hours by the Noble House Delivery team. If a pickup is scheduled outside of these designated times, the client will be responsible for providing enough manpower to move the items from our dock and into their vehicle safely. Please speak with our Delivery Manager if you are unsure of how many people you should bring.
 - o Noble House is not responsible for damage that occurs to furniture while clients are loading it into their vehicle.
 - o 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.
- The 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 will need to take. Noble House Deliveries can provide the size of the box and help the 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 all moving equipment needed to safely transport items to the client's home. This included, but is not limited to: moving blankets, plastic sheeting in cases of inadequate weather, tie downs, etc. Inadequate moving equipment will not be reason for cancellation and will be subject to our cancellation policy (see below)

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 up to manufacturer standards.
- Noble House is not responsible for damage that occurs to furniture in transport, unloading, assembly, unboxing or other once it leaves our possession.

Cancellation and No-Show Policy

- Cancellations not made by close the business day before, 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 client can take them home.

- 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. Please note that deliveries not canceled at least 1 hour in advance may still be subject to our cancellation policy and fees noted above.