

# Delivery Service Agreement

**ALL SALES ARE FINAL.** Please read our delivery agreement and discuss any foreseen delivery issues with the sales associate prior to your purchase. The Furniture Factory Outlet staff will do our best to accommodate the delivery of your purchase. If for some reason we cannot accommodate your delivery, there are many third-party delivery services in our area that we may recommend.

## What Our Delivery Service Includes

Furniture Factory Outlet offers an in-house setup and delivery service from **OUR STORE to YOUR DOOR**. Delivery includes, if permissible and feasible for our two-man delivery team, a **ONE-TIME PLACEMENT**, within your home, business or storage area of items being delivered.

It is the purchaser's responsibility to have the home/business/storage area ready to receive the delivery. **If the Furniture Factory Outlet team is unable to deliver the new furniture, we are not required or obligated to remove or dispose of any existing items.**

## The Customer's Responsibilities

- To **MEASURE AND ENSURE** all delivery items will fit into the designated area and through entrances, hallways, stairways, etc. Our delivery team cannot remove doors, door jams, railings, etc. Some doorways, stairways, or hallways cannot accommodate large pieces of furniture. Please make sure your home/business can accommodate your new purchase.
- To clear, **PRIOR** to delivery team arrival, the area or room being delivered to. Furniture Factory Outlet delivery team will not be responsible for any damage to any personal property not moved prior to delivery.
- To ensure the path **INSIDE** (indoor furniture, rugs, lamps, artwork, breakables, etc.) and **OUTSIDE** (entrances, outdoor furniture, decor, toys, etc.) of the delivery address is safe and free of any obstacles.
- To **MOVE** or **DISCONNECT** any furniture, electronics, televisions, computers, thermostats, lighting, appliances, plumbing, etc.
- To **COVER** any areas that could be damaged or soiled by the shoes of our delivery team. For safety reasons, our drivers are not required to remove their shoes before entering your home.

To inspect merchandise **prior** to departure of the delivery team. **Any questions or problems must be addressed while the delivery team is present, or the same day of delivery.**

## Be Advised

**Upon arrival, any delivery considered problematic by the delivery team, which may potentially cause damage to the merchandise, the customer's property, or that jeopardizes the personal safety of the delivery personnel will not be made.** In this event, the items will be placed in an area deemed safe and secure by our delivery team. If no such area is available, the items will be taken back to our warehouse and it will be the customer's responsibility to pick up the items or coordinate a third-party service to facilitate delivery. **No prior delivery fees will be refunded. All sales of purchased items from Furniture Factory Outlet are final. An additional storage fee may be applied to items that must be returned to our warehouse.**

**If your home/business is not accessible to our truck, or is above the second floor without access to a furniture capable elevator or stairs it will be your responsibility to provide a means of transportation from the truck to your home/business. To ensure the safety of our personnel, the Furniture Factory Outlet delivery team will determine if they will make deliveries above a second floor or during hazardous weather conditions.**

Furniture Factory Outlet will not be held responsible for damages occurring to the furniture being delivered, furniture already within the home of the customer, entrances, handrails, interior or exterior walls, light fixtures, personal property, etc. due to furnishings being too large to navigate hallways, stairways, doors, corners, etc. or due to furniture being moved within the home at the customer's request. **We reserve the right to refuse service.**

**I HAVE READ AND UNDERSTAND THIS AGREEMENT AND DISCLAIMER AND CONSENT TO NOT HOLD Furniture Factory Outlet, OWNER, DELIVERY TEAM (EMPLOYEES OR INDEPENDENT CONTRACTORS) LIABLE FOR ANY OF THE ABOVE-MENTIONED SITUATIONS AND/OR DAMAGES.**

**Customer Signature** \_\_\_\_\_