

Smith Home Furnishings Purchase Information

To continue to offer the best values and the lowest prices, please review our policies for product selection and delivery or pick-up. We stock very few products in our warehouse; therefore all items are considered special order/backorder that are not in stock at the time of sale. **All delivery dates are our best estimates. Smith Home Furnishings is not liable for delays caused by our suppliers beyond our control.** We would like you to take a couple of moments to review the following important points.

Sales Policies:

- A 40% deposit is required on all sales orders.
- You may cancel a special order without any penalty or obligation within 3 days from the date of purchase. Any changes or cancellations after the 3 days will result in a charge of 15% of the total invoice.
- If for some reason, the in-stock merchandise you purchased is not suitable for your needs, please contact your sales associate within (7) seven days after the date of the delivery or pick up. You may return the merchandise for reselection, credit or refund. After (7) seven days, all returned merchandise will be subject to a 15% restocking fee. All returned merchandise **MUST** be in original packaging and/or in "like new condition". Smith Home Furnishings reserves the right to refuse any returned merchandise that has been damaged by the customer. There are no cash refunds. Credit card refunds are made within 24 hours. Check refunds will be available 48 hours after receipt of returned merchandise. Refunds on financed merchandise will be applied to the customer's finance company account.
- Because of our limited warehouse space, we require all in-stock sales to be scheduled for delivery or pick-up within 7 days from the time of sale.
- Any items needing parts or service are required to be inspected by a service technician. **We reserve the right to repair all items to a like new condition when able to do so.**
- We will call you when we receive your merchandise and either a pick-up or delivery must be scheduled within 7 days. Keep in mind with leather and wood products, each piece is truly unique and one of a kind and may vary from the showroom samples.

Delivery (Tuesday through Saturday 8 a.m. to 5 p.m.)

- The price of delivery is in accordance with geographical location and includes assembly, set-up and removal of packing materials. Delivery does **not** include removal of old furniture, transporting old furniture to other locations and/or rearranging of furniture.
- Please ensure that the area where you would like your furniture is free and clear of old furniture and any items that may obstruct the delivery path of the new furniture to avoid any damage.
- Be sure to measure not only the size of the room and furniture, but also the access to the room destination; such as doors, hallways and any possible difficult corners.
- Your merchandise will be delivered between 8 a.m. and 5 p.m. on your scheduled day. We will contact you 1 to 2 days before your delivery day to give you a 2-hour window for your delivery.
- Please arrange to be home or have a responsible party there to accept and sign for the delivery. Because of insurance restrictions, we cannot deliver into your home without someone present. We will call you at your place of employment or another specified number 1 hour before our arrival if necessary. An additional delivery fee will be assessed if there is no one home to accept the scheduled delivery and we have to return.
- **Please inspect the delivered merchandise thoroughly with the delivery team before they leave your home. If you have any immediate concerns, please call Customer Service at 765-3539, ext. 124.** The store must be notified within 5 days of delivery of any issues.

Customer Initials

Customer Pickup (Hours are 8 a.m. to 6 p.m. Monday through Saturday)

- **Your merchandise may require assembly.** We do not add the cost of assembly into our low prices. If you need assembly of items, a \$20 charge can be paid and our warehouse will do this for you. Please allow extra time for your pick-up if we do assemble items.
- **We strongly encourage you to inspect your product upon pick-up.** We are not responsible for any transportation damages after leaving the premises.
- If you did not inspect your merchandise and find concealed damage when you get it home, you will need to contact our Customer Service Department first and then return the merchandise back to our warehouse for service. The store must be notified within 5 days after pick-up of any issues.
We are pleased to assist you in loading your merchandise. However, it is your responsibility to ensure that your merchandise is properly loaded and secure. Please come prepared with anything you may need to tie down merchandise or any blankets to protect it.

Customer Initials

Thank you for your business. We hope you will enjoy your new furniture as much as we enjoy having you as our customer. Please feel free to contact us with any comments, questions or concerns you may have at 765-3539.