

We offer White Glove Delivery, a premium service for oversized rugs and furniture with one flat fee of \$199 on unlimited items.

## Our Customer Service Team will contact via email within 1 business day of receiving your order to:

- Review your order with you, and explain lead times and applicable deposit policies.
- Determine and confirm that your products ordered will fit in your desired room.
- Provide you with an overview of the White Glove Delivery process and establish a “clear path to delivery” for the delivery team by determining:
  1. Will your new furniture or rug fit through the best entry door to your home?
  2. If your building is serviced by an elevator, will your furniture or large rug fit inside?
  3. Are there any stairs in the delivery path, and if so how many flights?
  4. How wide are the stairs to be used, and will they accommodate your purchase?
  5. Are there banisters that need to be considered?
  6. Are there any tight corners in either your hallways or on stairs?
  7. Are there any low ceilings or hanging light fixtures overhead in hallways or stairwells?
  8. Is there anything else we need to know?

## Preparing for Delivery

As your delivery date approaches, the White Glove team will call to schedule a final date and time to deliver your product. To expedite your successful delivery, the White Glove team will verify that:

1. Your delivery address can be found on Google maps. You may be asked to confirm directions when scheduling your delivery, especially if your home is new construction.
2. Your street and point of delivery are able to accommodate the delivery truck, and will be free of mud, snow, or any other environmental conditions that would hinder delivery.
3. You are responsible for clear path to & in rooms and must make modifications prior to delivery.
4. White Glove team will deliver, unpack, inspect, assemble, place piece(s) in correct locations, and remove all packaging materials. White Glove team is not authorized to move other furniture, remove windows, doors, molding, lighting or other architectural details.
5. Pets will be confined to an area out of the path of delivery.
6. If for any reason White Glove team is delayed, they will call your contact number immediately.

**please note:** Any location changes made to your delivery will result in additional fees (to be determined by the freight company) and a delay in the delivery of your rug.