

Terms & Agreements of Purchase

To help us provide you with the great service that you deserve, please review the following information:

All furniture has a one year warranty for manufacturer defects. This excludes purchases for commercial use, floor samples, "as is", customer misuse of merchandise, or merchandise moved from the original delivery address.

NSF Policy: Returned checks (NSF) will incur a \$25.00 fee.

If any part of Sales is paid using credit card, this signature will be used with the credit card transaction receipt.

If furniture protection plan is not used within its five years, the amount spent on the plan will become instore credit available for one year with our franchise. This credit can only be applied to purchases costing over two times the credit amount.

☒ **CANCELLATIONS** or changes to a sale after the delivery is scheduled will be subject to a 25% restocking fee and a redelivery fee.

If you wish to reselect an order that has been delivered, you have 72 hours to contact the HomeStore at which time a 25% restocking fee, pick up fee, and a redelivery fee will apply. Furniture cannot be returned after 72 hours.

Refunds will be issued by the same method as the purchase was made, i.e. by check or credit card. Checks are mailed after a 10 day waiting period. Cash payments will be refunded by check.

Once your furniture purchase is delivered and received into your home, you have 72 hours to report any issues. Mattresses, floor samples, accessories, and clearance items are non-refundable.

-All furniture is immediately ordered when paid in full. Keeping this in mind, please consider the following when selecting your furniture:

1. Have you properly measured not only for the size of the furniture, but also the access to the destination room?
2. The box spring height that you have purchased is correct. All bedding items are non-refundable and non-returnable, unless under the parameters of the mattress comfort guarantee.

-In the event that a furniture item is damaged, we will send out a technician to evaluate the damages and repair to "like new" condition or replace at our discretion. -Deposits paid towards pending sales are a minimum of 30% and balances must be paid in full within 60 days. After 60 days the deposit will be transferred to a store credit and after 1 year the credit will be forfeited.

-Product not picked up or delivered within 30 days will be made available for sale to another customer and you will need to contact the store to have your furniture re-ordered.

☒ **DELIVERY**

-WE ARE NOT RESPONSIBLE FOR THE REMOVAL OF USED FURNITURE -Delivery includes preparation and assembly to one address only.

-Our delivery coordinator will notify you upon the arrival of your order and schedule delivery or pick up.

-Failure to have someone present to accept a scheduled delivery, or cancelling within 48 hours of scheduled time frame will result in an additional fee for rescheduling. The routing of the truck will determine your approximate time frame and you will be notified the day before with your 3 hour window.

-Your signature on the delivery receipt acknowledges you have received and inspected all of your merchandise and found it to be in good condition and the correct items selected at the time of purchase have been delivered. If unable to be present at time of delivery, any responsible adult can inspect and accept the delivery on your behalf.

☒ **CUSTOMER PICKUP**

-ANY ORDER OVER \$700 MUST BE DELIVERED

-We strongly recommend you consider delivery rather than picking up your furniture order. Furniture requires assembly and in- home service is not included. Inspection of items is recommended prior to leaving the warehouse. Any missing parts or damaged items will need to be exchanged at the warehouse.

-All warehouse pick-ups must be picked up within 7 days of notification of arrival.

-All floor models or "as-is" sales must be delivered or picked up within 72 hours of the date of purchase.

-Customer is responsible for proper materials needed for covering & securing all furniture during transportation.

-Ashley HomeStore is not responsible for any incidents or damage that should occur during customer transportation of furniture.

☒ **MATTRESS COMFORT GUARANTEE**

-Temperpedic mattresses include a mattress comfort guarantee as long as you purchase a mattress protector with your order. -Replacement must be of equal or more value.

-Guarantee is void unless a mattress protector is purchased at the same time and has been on the mattress continuously. -If exchanged, customer will be responsible for an \$99.95 redelivery fee

LIMITED WARRANTIES

Products manufactured by Ashley Furniture Industries, Inc. are covered by Ashley Furniture Industries, Inc.'s Limited Warranty. For products manufactured by Ashley Furniture Industries, Inc. this Limited Warranty will be attached to the product you purchase. If a condition should arise that you feel is covered by this Limited Warranty, please call AHS Customer Care Center at 860-265-2876 or email customercare@didicorp.com Please allow our Customer Care Center 72 hours to respond to your warranty requests.

My signature acknowledges that I have read and I understand the sales order terms and conditions.

Customer Signature:

