

# Customer Pickup Guidelines

 Please notify Furniture Galley at least 24 hours in advance to schedule your pick-up time. This will allow us to have your merchandise ready for you to pick-up.\*

\*Special note: Some pieces may need additional assembly.

 You will need to bring someone with you to help load & tie-down the merchandise. Furniture Galley is not responsible for tying down merchandise.

 In order to ensure proper loading and merchandise protection, please bring with you packing blankets and tie down materials.

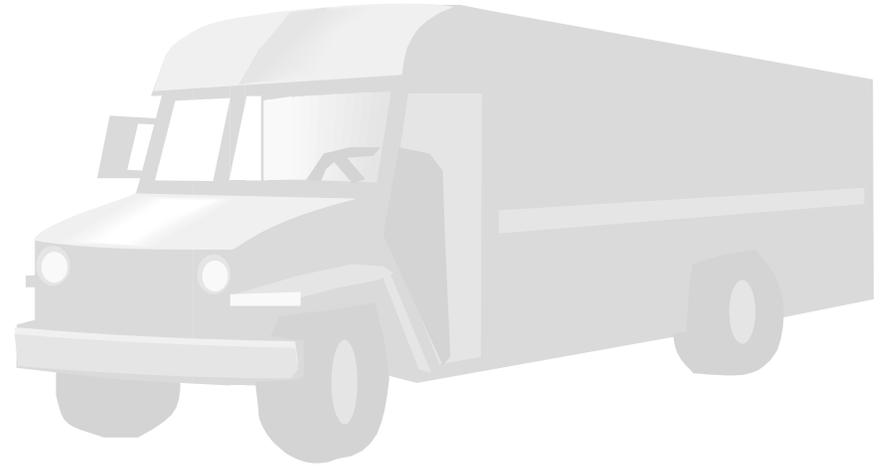
 At time of pick-up, bring your receipt with you and pay any balance due on your account. Merchandise cannot be released without your receipt and full payment.

 Once loaded, the customer is responsible for their merchandise. Inspect the merchandise prior to leaving the premises.

 Please report any concealed damage of boxed or wrapper merchandise within three (3) days to the service department 443-975-7313.

If you have any additional questions once you have reviewed these guidelines, please contact your sales representative.

*Furniture  
Gallery  
of Prince Frederick*



# Customer Delivery & Pickup Guidelines

559 Solomons Island Road North  
Prince Frederick, MD 20678  
443-975-7313 (phone)  
443-975-7321 (fax)

# Customer Delivery Guidelines

Congratulations on the purchase of your new furniture. To ensure a smooth delivery process, please review the following guidelines and information.

## Scheduling Your Delivery

Deliveries are usually scheduled on Saturdays. Special delivery days can be requested, but cannot be guaranteed.

The delivery company will call you to schedule your delivery date. Once scheduled, you will be contacted the day before delivery to confirm. At that time, the customer may obtain an estimated 3 hour delivery window. We will make a good faith effort to deliver within that time frame; however, someone must be home throughout the day to receive the merchandise. Certain circumstances such as poor weather conditions or traffic may delay your time frame.

If delivery cannot be completed as scheduled because no one is home, an additional delivery fee will be charged and must be collected before delivery can be re-scheduled.

Once your furniture arrives at our warehouse, our delivery coordinator will contact you to schedule a delivery date and time.

When we call,

-  Please provide us with detailed directions to your home.
-  Pay any balance due on your account. Our representative will review the options available to you to pay any balances.
-  Notify Furniture Galley of any access restrictions or elevator usage and availability.
-  Provide any other pertinent information that will assist in the smooth delivery of your furniture.

## Prior to Delivery / Preparing Your Home

-  Please have the area in which the furniture is being placed emptied.
-  Clear a delivery path from the entrance to the area to where your new furniture will be placed.
-  If necessary, please remove banisters, railings, doors etc. prior to delivery.
-  It is important to properly measure the area for the furniture. If a piece is too

## During Delivery

-  You or an adult representative must be on the premises during the entire delivery window time frame.
-  Restrain all pets for both their safety and the safety of our delivery personnel.
-  If Furniture Galley driver feels that a delivery cannot be made to the location of your choice within your home without incurring some possible property damage, you will need to sign a limited waiver before any attempt is made to deliver your furniture.
-  Please note any problems with your furniture on the delivery ticket.

## After Delivery

-  You are responsible for placing and hooking up all electronic equipment in any furniture purchased from Furniture Galley.
-  Please report any concealed damage within three (3) days to the service department (443) 975-7313.

## Canceling a Scheduled Delivery

-  If for any reason you cannot be home for a scheduled delivery please notify Furniture Galley 48 hours before the day of delivery in order to cancel and re-schedule your delivery.
-  If no one is home to accept delivery, the original delivery fee may be forfeited and an additional re-delivery fee may be assessed for a missed time frame. You will also need to re-schedule a new delivery date and time with the delivery coordinator.