

Commercial Furniture Order Delivery and What to Expect

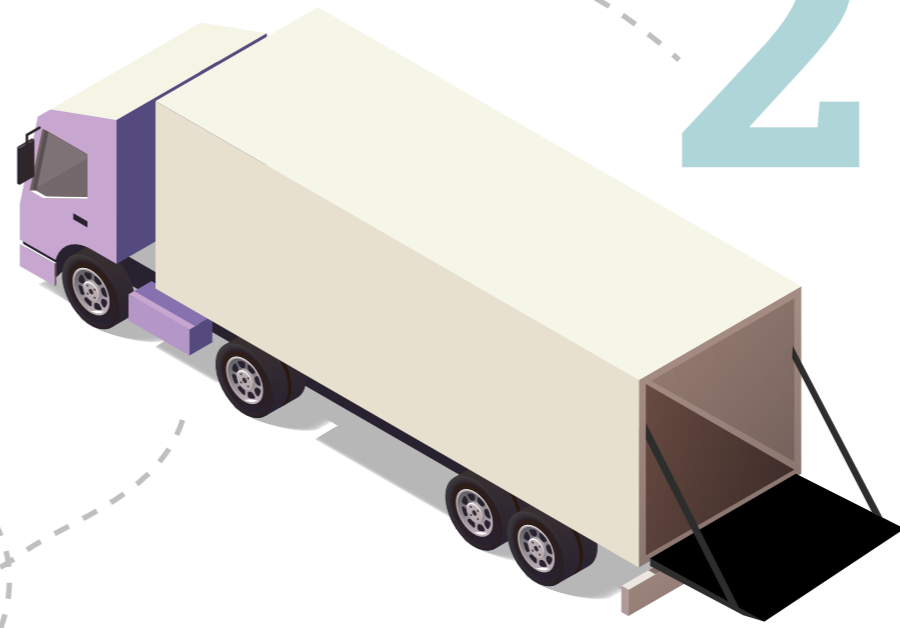


Now that your order is placed, it's time to get ready for delivery. Your order will arrive in a semitruck, packaged up on pallets. Occasionally, orders will be broken up into several shipments to save on delivery costs. Your sales representative will let you know what to expect.



1

Freight delivery **DOES NOT** include having someone unload your order from the truck unless you pay for upgraded service.



2

If you don't have a dock, you'll want a liftgate to lower pallets out of the truck.



3

Determine your equipment needs in advance.



4

Prepare your unloading area.



5

Tell your sales representative about any city restrictions on delivery vehicles; obtain any needed permits.



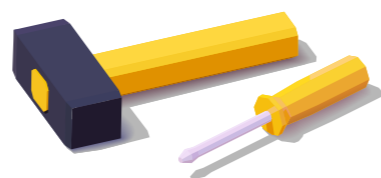
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Deliveries must be inspected immediately. Any delay in reporting damage may cause difficulties with getting a replacement.



7

Carts require some assembly, so have tools ready.



8



Consider renting a dumpster. There will be a lot of packaging to dispose of after your order. Please recycle responsibly.

The day before delivery, you'll be contacted by your chosen trucking company with an anticipated time window for delivery. Our Delivery Day Checklist will help you stay organized and prepare for the delivery of your new products.