



## Special/Custom Order Terms and Conditions

### **Congratulations on your Furniture Row purchase!**

Because your merchandise is made specifically for you, the following special terms and conditions apply:

#### **SPECIAL/CUSTOM ORDER POLICY**

You may request a change or cancellation of your special or custom order only within the first 72 hours of purchase. After 72 hours, special or custom orders are non-cancellable, non-returnable, and non-refundable. In the event the merchandise you ordered is damaged by Furniture Row or the merchandise is defective, Furniture Row will determine, in its sole discretion, whether to repair or replace the merchandise in order to correct the damage or defect.

#### **PAYMENT:**

All special or custom order invoices require payment in full at the time of purchase.

#### **DELIVERY TERMS AND CONDITIONS**

It is your responsibility, prior to ordering special or custom merchandise, to ensure that all merchandise will fit through all doorways, up stairwells, down halls, and around corners into the desired location. Returns will not be granted because the merchandise does not fit. The actual time frame for delivery will depend on the item purchased. Delivery delays may occur due to unforeseen circumstances with the manufacturer. When Furniture Row has received the merchandise, you will be contacted to make arrangements for pick-up or delivery. Prior to delivery, you are responsible for preparing the destination and access to the destination room to accommodate delivery. Furniture Row will deliver the merchandise to the destination room, but will not move or remove obstacles or furniture. If you or an individual designated by you (must be at least 18 years of age) is not at home at the scheduled delivery time, you will be responsible for an additional delivery fee to have the merchandise delivered at another time.

#### **PICK UP TERMS AND CONDITIONS**

Please inspect your merchandise before loading it into your vehicle. If you fail to inspect the merchandise before loading it into your vehicle, and then you later find that you received the wrong (or damaged in the box) merchandise, it is your responsibility to return any such merchandise- for exchange. Furniture Row is not liable for damage to merchandise incurred after it leaves our facilities.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_