

CUSTOMER SALES TERMS & CONDITIONS

Congratulations and thank you for your purchase of Ashley Furniture! With proper care, your new furniture should provide years of dependability and beauty. The items displayed in our show room represent the fit, finish, tailoring and quality of the merchandise you will soon receive. Keep in mind that with leather and wood products each piece is truly unique and one-of-a-kind.

Warranty

All furniture has a one-year warranty and is void if the merchandise is moved from the original point of delivery. Warranty does not cover the following: variations in color of wood grain, wood products, and marble colors, blemishes, or any other markings inherent in the finish of any furniture, damage to finish caused by water, alcohol, or other chemicals in contact with the finish, color changes in the finish due to sunlight, defects caused by improper customer assembly, natural wear and tear, or abuse. All clearance "as is" furniture is sold "as is" with no warranty. After one year of possession there will be a minimum charge for all service calls.

Customer Pickup Policy

All furniture will be special ordered from the manufacturer at the time of the sale. We strongly recommend you open and inspect merchandise before leaving. If merchandise is not available at the time of the sale, you will be notified by phone once the product is available. Any product not picked up within seven days from the notification will begin to accrue storage charges at the rate of \$25 per month. While we are pleased to assist you in loading your merchandise, it is your responsibility to ensure that your goods are properly loaded and secured. We cannot be responsible for any damage after leaving the premises. You are also responsible for bringing your furniture back to our warehouse for any warranty related issues. Your signature on the delivery/pick up copy will verify your acknowledgment of receipt in good condition.

In the event that we are unable to service any item, then at Ashley HomeStore's discretion a re-selection may be made and a usage charge of 1/12th of the purchase price for every month the item has been used will apply. This is based on the sale price of the original sales invoice.

Delivery Service

The price of delivery is in accordance with geographical location. Delivery includes assembly, set up and removal of all packaging materials and mattresses. Delivery does not include removal of old furniture and/or the rearranging the furniture. Please notify the office if any rearranging is needed, a fee may apply.

In preparation for your delivery, please remove pictures, accessories, etc. from your walls to prevent damage. Please ensure that the area where you would like your furniture is free and clear of old furniture and any items that may obstruct the passageway of the delivery team. Additionally, please keep children and/or pets secure during the delivery to prevent injury.

Your merchandise will be delivered on your scheduled day. Our trucks are routed by geographical area; therefore, we cannot offer an exact time of delivery. We will contact you prior to your delivery to confirm your order. If you have accepted the delivery appointment and need to reschedule, you must do so at least two days prior to your scheduled delivery. At your request, we will call a specified number approximately one hour before our expected arrival time. Due to insurance restrictions, we cannot enter your property if a responsible adult is not present at the time. A second delivery fee will be assessed if there is no one home to accept the scheduled delivery. In the unlikely event that damage is caused by our delivery team, please report the damage to Ashley HomeStore within 24 hours.

Additional Information

Order status: For inquiries concerning your merchandise, please contact Customer Service at the store where the purchase was made. All returned checks will be assessed a fee of \$25.

Cancellation Policy

All furniture is special ordered from the manufacturer at the time of the sale. A 30% cancellation fee will be charged on cancelled orders. Purchases paid by check will be refunded after 15 working days from date of payment. Purchases paid by cash will be refunded by check. Purchases paid by credit card will be refunded back to the credit card that was charged. You may cancel this transaction without any penalty or obligation within three (3) days from the date of purchase.

Any changes to a purchase on the Ashley Furniture HomeStore credit card will require a new signature.

Thank you for your business! We know you will enjoy your new furniture as much as we've enjoyed serving you as our customer. Please feel free to contact us with any questions or concerns you may have.

Customer Signature

Date