

## POLICIES AND PROCEDURES

- » Delivery includes assembly and set-up of merchandise to one address.
- » Prior to scheduling delivery, the customer should be asked if their home and driveway is accessible for a 26-foot box truck and two-person delivery team.
- » Customers must arrange to be home or have a responsible adult (18 years or older) present to accept and sign for delivery.
- » Before the delivery team's arrival, the home should be prepared by the customer for the new furniture's final placement. This can be accomplished by removing anything blocking the path inside or outside, removing all furniture being replaced from the installation area and making sure the floor space is clean.
- » If customers are physically unable to move the furniture being replaced with the new merchandise, the delivery team will move like pieces. Meaning sofa for sofa, table for table, etc. Provided the pieces are cleared, clean and on the same level of the home.
- » Items that require tuning, leveling or contain electronics such as televisions, entertainment components, pianos and pool tables will not be handled by DSE personnel.
- » Rugs will be placed under customer owned furniture provided the furniture and rug(s) were purchased through La-Z-Boy Furniture Galleries of Arizona on the same date, and it has been less than one year from that date of purchase.
- » If requested, the delivery team will move piece for piece customer owned furniture, that is located on the ground floor, to an attached garage or front side curb of the home. For apartments directly outside the door or bottom of stairs. State law prohibits DSE from placing any items inside or around dumpsters.
- » The delivery team is restricted from moving electrical wiring, hanging artwork, mirrors, or light fixtures, making any modifications to the home, other than simple interior door removal, and cannot load merchandise into customer vehicles.
- » In a situation where there is difficulty maneuvering or placing merchandise the customer may be asked to sign a liability release form.
- » All boxed items will be unpackaged and assembled. All cardboard, plastic and packaging material will be removed from the property.
- » Once placed, the team will demonstrate the merchandise and ask the customer to perform an inspection. Then the customer will be asked to sign and initial the delivery manifest paperwork. The team will then take Proof of Delivery photos of the merchandise on their smart device and if necessary, write or type notes for the customer.
- » Approximately 48 hours after delivery the customer will receive a Delivery Satisfaction Survey and we encourage our customers to provide us honest feedback.
- » For any damages that occur during normal delivery circumstances, DSE will be responsible for the integrity of delivered product and in-home damage for a period of 72 hours after departure from the consumer's residence.