

# GREEN FRONT FURNITURE

## DELIVERY AGREEMENT

Please review GREENFRONT.COM/POLICIES for additional Terms & Conditions of Green Front Delivery Services.

At time of delivery, you or your trusted recipient **MUST** examine the item(s) delivered to your home.

- You have the right to refuse the item at delivery due to any damages noted by the delivery team on the sales contract. Furniture damages **MUST** be reported at the time of delivery for Green Front to accept responsibility for repair. Green Front will **NOT** accept responsibility for damages found after delivery drivers have left your home.
- **Green Front has the right to repair any damages.** If no damages are noted on the sales contract, you are accepting the item(s) in satisfactory condition, and Green Front will not be obligated to assist you with any repair of the item(s).
- Green Front Furniture will not be held liable for damage to doorways, walls, other furniture, floors, landscaping or otherwise to your home or property due to an insufficient margin of maneuverability in doorways, hallways, staircases, walkways, or otherwise in or around your home. Merchandise cannot be returned due to its size or your space's limitation. If the merchandise is exceptionally oversized or requires more than two of our delivery personnel for installation, you may be required to provide professional assistance at the time of delivery.
- For the safety of our delivery teams, all pathways must be clear. They will not carry furniture through mud or unfinished walkways or properties under construction.
- Our delivery teams **are not permitted** to: move or disassemble your existing furniture; remove old mattresses; bring items through windows; hoist with ropes over banisters/railings; set up any kind of electrical or gas connections; hang mirrors/ anchor items to walls; remove their shoes or wear booties; or any other situation that would jeopardize their safety.

Our team drives large delivery trucks, some over 13'6" tall and 26'-36' long with a lift gate.

1. Will they be able to access / navigate your driveway, including being able to turn around? \_\_\_\_\_
2. Are there stairs leading up to the house/building? \_\_\_\_\_
3. To which floor will the items be delivered? \_\_\_\_\_
4. Will the item fit through all the entryways, hallways, and stairways leading to its location? \_\_\_\_\_
5. Are there any turns in the stairway that will be used? \_\_\_\_\_
6. Please note any other information that would assist with the delivery:

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Our delivery department creates the schedules based on the tickets in queue. You will receive a text or phone call several days prior to your delivery with a specific delivery date and time window. While they are not able to guarantee a specific delivery date, our delivery department will do their best to work with your preference. You may email them directly at [delivery@greenfront.com](mailto:delivery@greenfront.com). Please include the name on the sales contract and delivery area when referencing your order and necessary arrangements.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

☎ 434-392-5943

GREENFRONT.COM

📍 316 N. MAIN ST. { FARMVILLE, VA } 23901

# Delivery Agreement: Terms and Conditions

**DELIVERY COSTS:** Delivery costs are determined by the delivery address and zip code. Payment of delivery fees in full is required at the time of purchase for deliveries made by the Green Front Furniture White Glove Delivery Fleet. For deliveries made outside of Green Front Furniture's delivery region through the use of an independent, third-party shipper, fees and schedules are set by the shipping provider. In most cases, third-party shipping charges are collected Cash On Delivery.

**WHITE GLOVE DELIVERY BY GREEN FRONT TO VIRGINIA AND NORTH CAROLINA:** Green Front Furniture provides white glove delivery service to the majority of our Virginia and North Carolina customers. If your selected item is directly off the showroom floor or available as a stock item in our distribution center, we will deliver and assemble at the address provided after scheduling a time to do so approximately 2 to 5 weeks after purchase date. Custom/ Special Orders and any items not in stock at time of purchase will be scheduled to ship approximately 2 to 5 weeks after they arrive in our distribution center. **IMPORTANT: Delivery times will vary based on driver's schedule and route. Delivery times and dates are estimates until the driver directly contacts a customer with a date and time of delivery. We are unable to guarantee a delivery date. You will be contacted by a delivery driver to schedule a date and time for delivery and must confirm this information with the driver prior to your furniture being processed and loaded for the delivery.**

## Preparing for Delivery

**DRIVEWAY:** It is your responsibility, prior to delivery, to clear an obstacle-free pathway from the door of your home to your driveway and to ensure your driveway will provide a comfortable margin of maneuverability for our large trucks. We will not be responsible for driveway conditions or damage caused by your failure to comply with these requirements.

**HOME:** It is your responsibility, prior to delivery, to remove existing furniture from the area where you would like your furniture placed. Our drivers will not move or disassemble existing furniture and we will not be responsible for any damage to your home or other furniture. You will need to remove any small area or scatter rugs prior to delivery, as they are a slip hazard.

**DAY OF DELIVERY:** You are responsible for reviewing and accepting delivery. If you are unable to personally accept delivery, please have a responsible individual available to inspect the condition of your furniture. Furniture damages must be reported at the time of delivery in order for Green Front to accept responsibility for repair. Green Front will not accept responsibility for damages found after delivery drivers have left your home. Green Front Furniture will not be held liable for damage to doorways, walls, other furniture, floors, landscaping or otherwise to your home or property due to an insufficient margin of maneuverability in doorways, hallways, staircases, walkways, or otherwise in or around your home. Merchandise can not be returned due to its size or your space's limitation. If the merchandise is exceptionally oversized or requires more than two of our delivery personnel for installation, you may be required to provide professional assistance at the time of delivery.

**SPLIT SHIP:** Green Front Furniture offers a split ship delivery option to receive multiple deliveries for additional fees. Please speak to an associate for availability and limitations on split ships.

**GREEN FRONT FURNITURE PRIORITY SHIPPING:** Green Front Furniture offers a premium delivery service that expedites delivery for an additional fee. Some exclusions may apply. Please speak to an associate concerning your needs for priority shipping.

**CUSTOM & SPECIAL ORDER DELIVERY:** Custom and special orders are made to order and can have estimated production times from a manufacturer of 10 to 16 weeks to make or longer. The timeframe for production completion on these items cannot be guaranteed as they are at the discretion of the individual manufacturer. Delivery dates for custom orders can only be determined after the last item has arrived in the Green Front Distribution Center. If delivery time is a primary concern, please discuss this concern prior to purchase with a Green Front representative. Green Front sales associates are happy to assist you in your choice of home furnishings, but the final decision on style, fabric, and finish are yours. Please review your final order carefully. Once an order is placed and goes into production at the manufacturing headquarters, there can be no cancellation.

**RUG DELIVERY:** We are able to ship our rugs with our White Glove Service and also with third-party shippers. All of the above shipping details apply. We are also able to ship rugs via common carriers such as FedEx and FedEx Freight or by UPS or UPS Freight (either of which shall constitute a third-party shipper hereunder) for a fee calculated using weight, package dimensions, and delivery zip code.

**INDEPENDENT, THIRD-PARTY DELIVERY OUTSIDE SERVICE AREA (CONTINENTAL UNITED STATES):** Green Front Furniture has a recommended network of preferred third-party, independent shippers to deliver furniture to customers outside of our service area but within the continental United States. A customer is also welcome to contract an independent shipper to pick up their merchandise on their behalf. Green Front Furniture requires payment in full by certified check, cash, or wire transfer prior to shipping your purchase using a third-party, independent shipper.

**TITLE/RISK OF LOSS:** Title to merchandise passes to Purchaser upon our delivery of the merchandise to a third-party shipper (unless otherwise specified). Green Front Furniture is not responsible for damages after the merchandise has been accepted in good order by the third-party shipping company and is not responsible for damage sustained in transit. Where Green Front Furniture provides the delivery service, if for any reason you fail to accept delivery of any of the merchandise you have purchased on the date agreed between you and us for delivery, or if we are unable to deliver the merchandise at the address provided on such date because you have not provided appropriate instructions, documents, licenses or authorizations, (1) risk of loss will pass to you, (2) the merchandise will be deemed to have been delivered, and (3) we, at our option, may store the merchandise until you pick it up, whereupon you will be liable for all related costs and expenses (including, without limitation, storage and insurance).

**INSPECTION AND ACCEPTANCE UPON DELIVERY:** If your furniture is damaged in any way upon delivery by either Green Front Furniture White Glove Delivery or by a third-party shipper, the customer must note the damage on the shipper's freight bill and refuse delivery. Should you accept any items that are damaged, we cannot and will not be obligated to accept a return or assist you in processing warranty claims that would result in repair, replacement, or discount on such items.

**This policy is also available at  
GREENFRONT.COM/POLICIES**