

Smith Home Furnishings Purchase Information

Please take a moment to review our policies, customer pick-up and delivery information. **Please note that all delivery dates are our best estimates.** While we do our best to keep our customers informed of their order status, we are not liable for delays caused by our suppliers. We strive to offer customer service that will exceed your expectations; however, if at any time you are not satisfied with your experience, we strongly encourage you to let our management team know. Your happiness is our priority!

Sales Policies:

- A 50% deposit is required on all sales orders. All orders must be paid in full prior to delivery or pick-up.
- If for some reason, the in-stock furniture you purchased is not suitable for your needs, please contact your sales associate within 7 days after the date of the delivery or pick up. Regularly priced furniture, excluding special orders and mattresses, may be returned for a one-time reselection, credit or refund. After 7 days, all returns are subject to approval and a restocking fee. All returned merchandise must be in original packaging and in "like new condition". Smith Home Furnishings reserves the right to refuse any returned merchandise upon inspection, for any reason. There will be no cash refunds. Check and credit card refunds are made within 3 business days after receipt of returned merchandise. Refunds on financed merchandise will be applied to the customer's finance company account.
- Clearance, As-Is, Mattresses, Box Springs/Foundations and Sleep Accessories are non-returnable.
- *Special Order merchandise is non-returnable. Please do everything possible to ensure suitability before purchasing.
- We will call you when we receive your merchandise and either a pick-up or delivery must be scheduled within 7 days.
- Any items needing parts or service are required to be inspected. We reserve the right to repair all items to a like new condition when able to do so. Some products and warranties are serviced only by the manufacturer.

“365 Night Mattress Comfort Guarantee” Conditions and Requirements:

- Must purchase a “Support Report” recommended mattress, in addition to a qualifying foundation, mattress protector, and pillow. If you decide not to purchase the required items, there will be NO 365 Night Mattress Comfort Guarantee and your mattress cannot be returned or exchanged.
- Must agree to sleep on your new mattress set for at least 30 nights and then contact us prior to the 365th night to reselect.
- Upon reselection, you will receive an 80% reselection credit, based on the original price of the mattress being exchanged.
- Manufacturer trials vary, may change at any time, but will be honored when applicable. Please request management.
- Delivery fees on exchanges are non-refundable, but a FREE delivery will be included with 365 Comfort Exchanges only.
- ONE reselection will be allowed if you have met the above criteria. You must reselect a mattress of equal or greater value, based on the original purchase price of the mattress being exchanged. No refunds will be made if a lesser priced mattress is selected; however, a store credit will be issued at the time of exchange when applicable.
- Box springs, foundations, adjustable bases, pillows, protectors, sheets and other sleep accessories are non-returnable.
- 365 Night Mattress Comfort Guarantee does not apply to Clearance, As-Is, Hot Buy, or *Special Order mattresses.
- Damage or stains of any kind void the comfort guarantee. All exchanges are pending inspection on delivery or pick-up.
- Smith’s 365 Night Comfort Guarantee does not apply to defects covered under the manufacturer warranty.

Store Hours and Customer Pick-Up Hours: (Monday – Friday: 10am to 7pm and Saturday: 10am to 6pm)

- Your merchandise may require assembly. We are happy to assemble your purchase at no charge, with exception to certain items that require customer assembly. Please allow up to 24 hours for your merchandise to be assembled.
- We strongly encourage you to inspect your product upon pick-up. We are not responsible for any transportation damages after leaving the premises.
- If you did not inspect your merchandise and find concealed damage when you get it home, you will need to contact us first and then return the merchandise to our warehouse for service. The store must be notified within 7 days after pick-up.
- We are pleased to assist you in loading your merchandise. However, it is your responsibility to ensure that your merchandise is properly loaded and secure. Come prepared with anything needed to tie down or protect your purchase.

Delivery Hours (Tuesday through Saturday – 9am to 6pm):

- **Your merchandise will be delivered between 9 a.m. and 6 p.m. on your scheduled day. You will receive an automated call the day before your scheduled delivery, to confirm a 2-hour time frame. Please press 1 to accept this delivery. An additional fee will be charged if the delivery is canceled or re-scheduled after you have accepted and confirmed your delivery date.**
- Please arrange to be home or have a responsible person, 18 years or older, there to accept and sign for the delivery. Because of insurance restrictions, we cannot deliver into your home without a responsible adult present.
- 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 delivery path of the new furniture, to avoid any damage.
- Before confirming your delivery timeframe, please measure the room and furniture, as well as the access to the room destination; such as narrow doorways, hallways, stairways, or any difficult turns and corners.
- The price of delivery is in accordance with geographical location and includes assembly, set-up and removal of packing materials. Delivery does not include removal of old furniture, transporting old furniture to other locations and/or rearranging of furniture. Some merchandise requires customer assembly, and will not be assembled on delivery.
- Please inspect the delivered merchandise thoroughly with the delivery team before they leave your home. If you have any immediate concerns, please call our office at 1-800-966-2180. The store must be notified within 7 days of delivery.