



Special Order Terms and Conditions

Thank you for shopping with Furniture Row. It is our intent to provide you with an enjoyable shopping experience. Please read the following terms and conditions carefully before signing and completing your transaction. Signing this agreement is an acknowledgment that you understand the content within.

Customer Responsibility

It is the responsibility of the customer to check that the furniture will fit through doorways, up stairwells, down halls, around corners and into desired location. In the event that Furniture Row is unable to deliver the furniture to the desired location, customer will be subject to the Cancellation / Return Policy.

Payment

All Special Orders require payment in full at the time of purchase. If Furniture Row's 3rd party financing is used to purchase the item, 25% of the total order must be paid by an alternative method. This amount may not be included as part of our financing option because that 25% is non-refundable in the event of cancellation.

Cancellation / Return Policy

All orders are custom made upon order and are non-cancellable, non-returnable and non-refundable with the exception of manufacturer defects or damages. All orders must be paid in full prior to delivery. If the customer cannot take delivery of this order, it will be subject to cancellation and the 25% non-refundable deposit forfeited.

Delivery

The actual time frame will depend on the item purchased. Please understand that delays may occur due to unforeseen circumstances with the manufacturer. You will be contacted when Furniture Row has received the merchandise to make arrangements for delivery. The customer is responsible for preparing the room prior to delivery. The Furniture Row delivery teams are not insured to rearrange existing furniture, connect or disconnect electrical equipment, hang mirrors or wall art. If the customer or designated individual (must be at least 18 years of age) is not at home at the scheduled delivery time, the customer will incur an additional delivery fee to have the furniture re-delivered.

Customer Signature: _____ Date: _____