

Bare Wood House Policies

Store Policies:

- ➔ Bare Wood House requires 50% down payment on ALL orders. The remainder is due at the time of delivery or pickup.
- ➔ There is a \$30.00 charge for any returned check.
- ➔ Bare Wood House orders its furniture from other manufactures. The vast majority of special orders are timely; however we are occasionally notified of a delay or the discontinuation of an item several weeks into an order. If this should happen and the new due date is not acceptable to you, and the manufacturer allows us to cancel, then you can cancel the order and your deposit will be cheerfully refunded. If we are required to accept delivery then you, the customer, are also required to accept the delivery. As a general rule special orders can take anywhere from 30 days to 16 weeks to arrive. These matters are in the hands of the manufacturer and beyond our control, so please bear with us. We are willing to estimate the time it will take for a product to arrive by calling the manufacturer and checking their availability but if a product takes longer than the estimate, and occasionally it does, you are required to take the delivery unless we can cancel. In the case that the item is discontinued we will be happy to help you find another item or refund your deposit.

Return Policy:

Most items purchased at Bare Wood House are returnable for a refund so long as:

- ➔ The item was in stock at the time of purchase
- ➔ You have your sales receipt
- ➔ The item is in the same condition as it was when it was purchased
- ➔ No more than 10 days has elapsed from the date of purchase.

The following are non-refundable:

- ➔ Special orders.
- ➔ Custom finishing.
- ➔ Modified pieces (such as cutting shelves or drilling holes)
- ➔ "Red Tag" or Clearance items.
- ➔ Delivery or set-up charges.

Please note that if an item was purchased by cash or check, a refund check will be mailed within 7-14 days. All returns are subject to management approval. If you have any questions or concerns, do not hesitate to ask your salesperson.

Delivery Policy:

- ➔ Prior to delivery, please have the area cleared where your new furniture is to be placed.
- ➔ Delivery personnel are prohibited from re-locating your existing furniture or household items.
- ➔ Prior to delivery please have **ALL** paths cleared of snow and ice (driveway, sidewalk, stairs, porch etc.) Bare Wood House drivers are not responsible for clearing any of these areas. If the furniture can not be delivered safely it will be returned to Bare Wood House and another delivery time will be scheduled. A second delivery charge will apply.
- ➔ Bare Wood House will notify you 48 hours prior to your scheduled delivery date to confirm your approximate delivery time, usually a 30 min. window.
- ➔ Set-up of merchandise is not included unless specified on the sales slip (a fee will be applied)
- ➔ Please notify your salesperson if your new furniture needs to be carried up or down stairs. Furniture will only be brought up or down stairs if there is a notation on your receipt.
- ➔ Bare Wood House assumes no liability for inadequate delivery access.
- ➔ Be sure to measure the clearance where the piece will be placed and any path required getting it there. Be extra cautious of narrow stair wells and narrow hallways with sharp turns. Delivery personnel will make every reasonable effort to get the piece where you need it. However, they are not permitted to disassemble your home or the furniture beyond reason to make it fit. (Remember, special order, custom built, custom finished and final sale items **are not returnable**.)
- ➔ If you are not home during the specified delivery time a second delivery charge will apply when we reschedule

Pickup Policy:

- ➔ Pick-up hours: Monday - Thursday 10am - 6pm, Friday 10am - 7:30pm, Saturday 10am - 6pm
- ➔ Customers choosing to pick-up their purchase are responsible for providing any needed padding and supplies necessary to secure their load.
- ➔ We do not assume any liability for picked-up merchandise once it has left our facility, other than warranty issues.
- ➔ Storage fees will be added to this invoice if merchandise has not been picked up or delivered within thirty days after notification of arrival of goods.

Signature: _____ Date: _____