

# ADCOCK FURNITURE & DESIGN

4220 Atlanta Hwy • Bogart, Georgia 30622 • 706-543-6938

## TERMS *and* CONDITIONS

### REFUND AND CANCELLATION POLICY

**NO refunds are available, and sales cannot be cancelled on merchandise already received in good condition. This includes merchandise that has been picked up or delivered.**

**1. Stocking Items:** Stocking items are displayed in our showroom. If you cancel your purchase of a stock item, prior to delivery or pickup, within 48 hours from the date of purchase, you may receive a total refund. If you do not cancel the sale within 48 hours, only 80% of the purchase will be refunded to you.

**2. Special Order Items:** Special order items are not displayed in our showroom. These are items that are specifically ordered for you at your request. If you cancel your purchase of a special order item, prior to delivery or pickup, within 48 hours from the date of purchase, you may receive a total refund. After 48 hours from the date of purchase, no refunds are available, and sales cannot be cancelled on special order items.

If a refund is needed, it will be in the same tender as the original purchase and can take up to 7-10 business days to process.

### PAYMENT POLICY

All merchandise must be paid in full in advance. If you finance your purchase, a payment will be due before your merchandise arrives. Your purchase should arrive by \_\_\_/\_\_\_/\_\_\_\_. If there is any unforeseen delay in the arrival of your merchandise due to circumstances beyond our control, such as manufacturer delays, we will contact you immediately, and you will be given the opportunity to cancel your purchase and receive a full refund. If you decide that you are willing to wait the additional time period, a new date will be furnished to you, and we ask that you confirm your willingness to wait. Once confirmed, the order will continue to be processed and no cancellation or refund will be given.

### WARRANTY POLICY

All merchandise warranties are given by the manufacturer of the product and are not warranted by Adcock Furniture & Design. Most manufactures have a written warranty policy available and can be obtained from the manufacturer's website or by your sales associate. Adcock Furniture & Design acts as the agent for the manufacturer and provides warranty repair service during the manufacturer warranty period. The manufacturer will determine, according to their written warranty, how they would like us to proceed.

Merchandise sold "AS IS" is not eligible for exchange, allowance, refund, or service. All "AS IS" sales are final. Merchandise sold "AS IS" is sold without any express or implied warranties of any type. Your sales associate will identify on your order the items that are sold "AS IS".

Merchandise sold from the sales floor as a "FLOOR MODEL" is sold in the condition it is in, including any cosmetic damages. The manufacturer will still honor any operational warranties. Your sales associate will identify on your order the items that are sold as "FLOOR MODEL" and will provide you the opportunity to look over the product. Many items are sold off our floor and should not be looked at as inferior products.

### DELIVERY POLICY

There are no Saturday or Sunday deliveries. Specific delivery time requests cannot be honored. Your salesperson will schedule the day of your delivery with you. You will be contacted by our automatic scheduler one day prior to your scheduled delivery date and given a two-hour window that you can expect our delivery team to arrive. You will then be contacted on the day of delivery when the truck is in route to your home.

Our delivery staff is not allowed to move your existing furniture, so we ask that all items be cleared from the area in which your new home furnishings will be placed prior to their arrival. We will set up the items you purchased per your instructions.

**ALL PETS SHOULD BE RESTRAINED FROM HAVING ANY CONTACT WITH OUR DELIVERY STAFF FOR ANY REASON.**

### **PICK UP POLICY**

Furniture purchased will be available for pick up between the hours of 1:00 pm and 5:00 pm Monday through Friday. A 24-hour notice should be given for all unscheduled pickups. The item will be removed from the shipping carton and ready for your inspection. You will need to bring pads for wrapping and rope for a tie-down. We will load your vehicle per your instructions. We do not assume any liability for damage after you leave our warehouse. Same-day purchases or pickups not previously scheduled will be in the original shipping cartons. Should there be concealed damage or manufacturer defects, merchandise must be returned to our warehouse in the original carton.

No in-home service on picked-up items without a charge. Items not picked up within 5 days from the agreed pickup date will be re-racked, and a \$25.00 fee will be charged.

### **STORAGE POLICY**

We can only warehouse your purchase for 90 days after your purchase date without a charge. After 90 days, there will be a 3% storage fee per month. This storage fee must be paid in full by cash or check before the furniture is released. In the event that the storage fee is not paid within a year and no attempt has been made to schedule a delivery or pickup date, the item will be sold, and no refund will be given.

### **SERVICE POLICY**

Adcock Furniture & Design will provide warranty service for products during the manufacturer warranty period. After this period, we will work with you to find an independent third-party factory-trained service technician to handle your non-warranty repair needs should they arise. It will be your responsibility to arrange payment to this service provider.

In-home service during the manufacturer warranty period is only available on delivered items within our service area. Any items that are picked up or are outside of our service area must be returned to our warehouse for service during the manufacturer service period by the customer and do not qualify for in-home service.

Adcock Furniture & Design's service area is the greater Athens area to include the following counties: Clarke, Oconee, Madison, Jackson, Barrow, Walton, Gwinnett, Morgan, Banks, Franklin, Hart, and Elbert. Any product taken outside of our 12 county service area, even if delivered originally by our trucks, must be returned to our warehouse for warranty service by the customer.

### **ERRORS IN PRICING, TAX, ADDITION, SUBTRACTION, AND THE LIKE**

All orders are reviewed by our Administration Department for accuracy. If a discrepancy is found, we will contact you to discuss the situation. Adcock Furniture & Design reserves the right to cancel orders before possession is taken arising from such errors. Any amount of payment for the cancelled order will be refunded to the customer.

### **FLOOR COVERINGS**

The installation of floor coverings will be made either by our in-house installation team or our licensed and insured third-party installation company. The installation will take place during normal business hours Monday through Friday. A detailed scope of work will accompany each sales order. This scope of work will list the work which we will perform for the charges agreed upon. Things unforeseen such as hidden subfloor issues and other items not specifically included in our scope of work that are discovered during the process of installation will not be performed until a new estimate for the additional work is generated, and a separate scope of work is agreed upon. Failure to reach an agreement on the additional scope of work required does not allow for termination or cancellation of the initial purchase.

All floor covering materials are considered to be special order items. After 48 hours from the date of purchase, items will be ordered to perform your installation and cannot be cancelled for any reason.

In the event you wish to cancel your purchase of floor covering installation only prior to the installation process, you will not be refunded any amount for the purchase of materials but will be refunded 100% of the installation charges only.