

TERMS OF SALE

A. RETURNS AND CANCELLATIONS:

1. All sales are final and merchandise is not returnable. Purchaser has 48 hours from written order date to alter this order.
2. Any changes or cancellations must be made before taking possession of merchandise and within 48 hours of written order date.
3. A minimum restocking fee of 20% of the purchase will be assessed on Seller approved, cancellations or returns.
4. Delivery fee is non-refundable once the items have been delivered.

B. DELIVERY:

1. Sold merchandise must be picked up or delivered within 14 days of arrival to the warehouse. After 14 days a 5% storage fee per month will apply.
2. Clearance orders must be picked up or scheduled for delivery immediately; Seller is not able to hold Clearance orders.
3. Delivery times quoted for merchandise on special orders reflect anticipated manufacturers' shipping dates.
4. 48 hours' notice is required to reschedule delivery date. Rescheduling delivery within 48 hours of date provided is subject to an additional \$50.00 rescheduling fee.
5. Notice to deliver orders on hold shall be given by Purchaser at least 7 days prior to desired delivery date. Orders held over 14 days require payment in full.
6. We are unable to accept any customer-owned merchandise for disposal. Refusal of your new merchandise delivery due to this policy will result in an additional \$50.00 rescheduling fee.

C. CUSTOMER PICK-UP INFORMATION:

1. For customer pick-up hours please see your consultant for a pick-up sheet with detailed information.
2. Please allow approx. 10-15 minutes for us to pull and prepare your product. (Large orders or items needing assembly may take longer.)
3. Please bring your own packing materials (blankets, pads, ropes, etc.) In order to properly prepare or assemble your product; some items will not be in any packaging.
4. It is the Purchaser's responsibility to inspect all items for any damage before loading items. Loading, transport, and at-home setup are done at the purchaser's discretion. We are not liable for damage upon loading and transport of merchandise.
5. Customers picking up merchandise at the showroom or the distribution center are responsible to bring any warranty service back to the retailer for inspection prior to repair. Should you elect to have in-home service; an inspection fee will be charged prior to the service technician coming to your home.

D. SERVICE:

1. The Purchaser shall at the time and place of delivery or pick-up, inspect the merchandise and notify the Seller immediately of any problems. Any concerns not presented at the time of delivery or pickup will forfeit your right to reject the product.
2. The Seller reserves the right to inspect, and at its election, either service or replace any damaged merchandise.
3. In-house inspection fees or transportation of the product to and from the dealer for repair are not the responsibility of the Seller.
4. La-Z-Boy Furniture Galleries® of West Florida is an independent dealer specializing in La-Z-Boy® furniture. All warranties are authorized through La-Z-Boy Incorporated® or the manufacturer of the purchased item and cannot be revised or altered by La-Z-Boy Furniture Galleries® of West Florida.

E. PAYMENT / OTHER ITEMS:

1. Minimum deposit payment required at the time of sale unless indicated. Purchaser has the option of paying required deposit or full amount of sale, but sale must be paid in full prior to scheduling pickup or delivery.
2. Prior to receipt of your merchandise, pricing or mathematical errors in computing your purchase may be corrected. If this occurs: you will be contacted by your salesperson to explain any corrections.
3. In the event that you bring legal action against La-Z-Boy Furniture Galleries® of West Florida or dispute the amount owed to La-Z-Boy Furniture Galleries® of West Florida, La-Z-Boy Furniture Galleries® of West Florida must pursue collection of the amount owed. La-Z-Boy Furniture Galleries® of West Florida shall be entitled to any and all resulting fees and costs, including, but not limited to attorney fees and court costs.
4. When you provide us with a telephone number, address, or email address, you expressly agree that we, or our authorized agents, can use that telephone number, address, or email address to contact you via phone call or electronic methods (e.g. SMS message, e-mail).

F. COMPLIMENTARY DESIGN SERVICE:

1. Complimentary design services are recommendations only. In all instances, it is the Purchaser's responsibility to evaluate the accuracy, usefulness, and opinion of the final design, measurements, and merchandise ordered. The colors and finishes in catalogs, printed materials or computer monitors are only a representation and colors may vary. Before purchasing, La-Z-Boy Furniture Galleries® of West Florida can provide a sample of the finished product at an additional cost.

G. SPECIAL ORDERS:

1. Special order merchandise typically takes approximately 4 – 6 months to be manufactured. The actual timeframe will depend on the item purchased. A La-Z-Boy Associate may provide you with an ESTIMATED delivery date, but no date can be guaranteed.
2. Delays may occur and may not be identified until late in the manufacturing process.
3. Due to the unique characteristics of custom order pieces, we are unable to offer exchanges. In the rare instance of any damage or questions regarding the workmanship of a special-ordered product, La-Z-Boy Furniture Galleries reserves the right to make all proper repairs and adjustments to bring the product up to the manufacturer's specifications.
4. Special order merchandise is manufactured specifically for you. CANCELLATIONS AND RETURNS ARE NOT PERMITTED.

Customer Signature _____ **Date** _____

Customer's signature certifies that the customer has read and understands the terms and conditions of this sale.

WE APPRECIATE YOUR BUSINESS!

02/2023