Please Note

Measure your space and confirm your delivery with your associate within 48 hours of your purchase. Carefully consider everything included in this guide as delivery charges are non-refundable and re-stocking fees apply to returned items.

This guide does not guarantee that your furniture purchased will fit your room or be delivered successfully. If you are unsure of whether or not your furniture can be delivered to your desired location, speak to your sales associate.

Visit **dot-furniture.com/locations/** to find your store's phone number.

Delivery Policies

- Assembly and box removal is a separate fee.
- Granite bases will only be delivered to ground level.
- All condo deliveries will be delivered using a dedicated service elevator only. Please be sure to inform your associate that your item(s) will be delivered to an apartment and require an elevator.
- We will call you the day before your delivery to advise you on your 4 hour delivery window. Please note that the driver cannot change his route.
- Deliveries begin at 9:00am and continue until all deliveries are complete.
- Driveways and walkways should also be cleared of ice, snow or any obstacles.
- Due to liability issues, we cannot move your existing items and/or furniture.
- When unusual or difficult delivery conditions are encountered, you will be advised of the risk occurring. You then have the option of signing a Delivery Indemnification form or having the merchandise returned and reselecting other product from the store.
- Changes, cancellations or refunds may not be done 3 days prior to the delivery date.
- Delivery personnel have the right to refuse to deliver product if conditions are deemed to be unsafe.
- Due to safety regulations, delivery teams cannot remove their footwear.
- If your items cannot be delivered, a restocking fee may be charged.
- Delivery/assembly/box removal fees and custom furniture are non-refundable.

D.O.T. Furniture
Patio Experts



Access Guidelines & Home Delivery Policies

We want to make sure your delivery goes as smooth as possible! In this brochure you will find guidelines that will help determine if your furniture is ready to be delivered as well as important delivery policies.

Preparing For Your Delivery

Before confirming your delivery, it's important to check that your product can physically be delivered to your desired location. Consider every potential scenario and size constraint, from our delivery truck to the item's final room placement:

- Will the delivery truck fit down the road and will it be able to park within close distance to your house entry way?

- Will your merchandise fit and move through all doorways/hallways/staircases?

- Are your passageways and final placement area clear and ready for delivery?
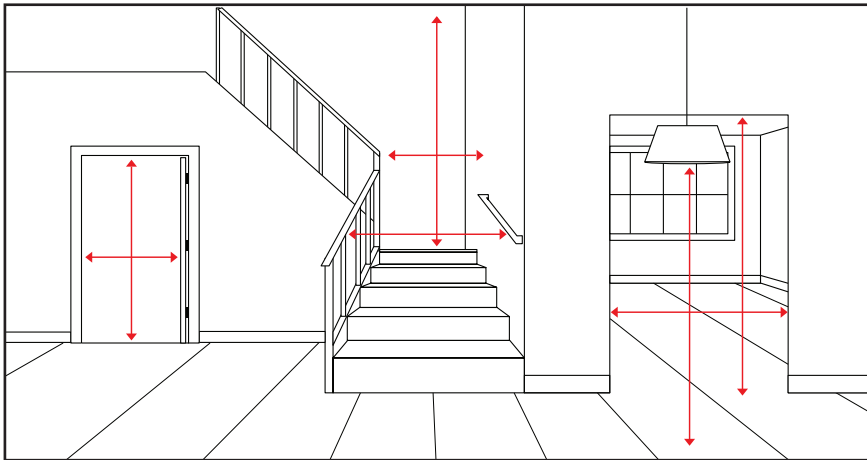
Measure Your Space

1. Measure the heights and widths of the entryways and hallways your items will pass through, both inside and outside your home.
2. Measure the clearance space around your entries and corners - the distance from the wall, through the doorway to the opposite wall and floor to ceiling height.
3. Factor in stairways, elevators, banisters, architectural details, and fixtures like lighting. Measure each area to ensure furniture will fit and can be maneuvered from one area to the next.
4. Determine the best pathway from the delivery truck to the final room your product will be placed.

Measure Your Furniture

1. To ensure your furniture can pass through hallways and entries, make sure that either the depth, height or diagonal depth (DD) is smaller than the passage way.
2. To ensure that there is enough clearance space around your entry ways and corners, make sure that the width of your furniture is smaller than the clearance space.
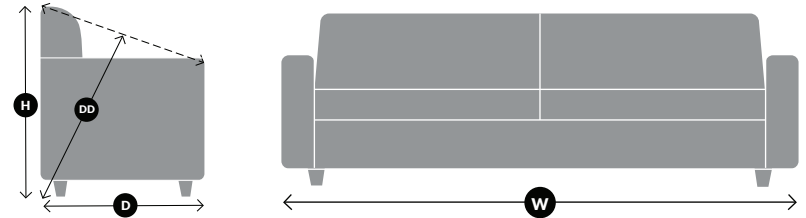
To find the DD, measure from the back bottom corner, to the middle of the broken line (the line from the back top of the sofa to the front of the arm.)

When measuring product dimension vs shipping dimensions, always measure based on the largest set of dimensions.

Product Measurements:	Shipping Measurements: