

The Keeping Room Terms and Conditions of Sale

- 50% deposit is required on all orders. Deposits are non-refundable. If you cancel your order, you will be issued a store credit that is good for two (2) years.
- No cancellations once an item is in production or has been shipped. Refusal to complete your order will result in forfeiture of deposit.
- No changes may be made to your order after two (2) weeks of order being placed.
- **All sales are Final.** We are not able to accept returns.
- The Keeping Room does not warranty furniture or home décor. Manufacturer's Warranty applies in the event of defects, returns to the factory for inspection are to be arranged and paid for by the customer. The manufacturer has sole discretion to replace or repair any item as they see fit. You may be responsible for return shipping as well depending on manufacturer's policies.
- Build and delivery times will vary greatly and are estimates only. While we are always glad to check on your order status, it will be based on best available information from the supplier on the date we check and is not guaranteed. Delivery quotes are at the discretion of the carrier and not guaranteed beyond thirty days of date requested.
- Credit cards on file will be automatically charged upon notice your order is complete. If paying via check, it must arrive at our store within (5) days of notification of completion. Orders will not ship until paid for in full.
- Damages in transit or claims for losses are the responsibility of the third-party shipping / delivery company who assumes title to the goods upon pick up. The Keeping Room is not responsible for damages from third-party company or shipper / delivery service.
- Delivery companies will not move your existing furniture, please be sure to have your space clear for your new pieces on the day of delivery.

Home Delivery with The Keeping Room (*within 90-mile radius of store*)

- We will contact you with a 2-hour delivery window for the day of delivery. Traffic and weather can extend that time and is outside our control. We deliver on Saturdays only.
- We do not move your existing furniture, relocate it to other rooms, or take it to the county landfill. Please arrange to have your space clear on the day of delivery, with pathways clear and wall hangings removed along the travel path.
- We use a 2-man delivery team. Some items may be too heavy for our crew and require you to have additional lifting assistance available during delivery. If we cannot safely deliver a piece into your desired room, we will place it in an accessible portion of your home (garage, patio, etc.). We cannot determine clearances and pathways of your home ahead of time and do not guarantee placement in a specific room.
- The Keeping Room is not responsible for damages during delivery to furniture, floors, walls, landscaping, fences, doorways, or trim due to inadequate clearances.

Customer Signature _____ Dated _____