

www.steinhafels.com

FAST, EASY, AND CONVENIENT



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DELIVERY/PICK-UP

•How to Prepare for Delivery

- Upon notification that your merchandise has been received in the warehouse and your order has been paid in full, you may schedule your delivery at steinhafels.com within 14 days.
- Delivery must be taken within 30 days from the date your order was filled or your order will be cancelled.
- If you need to change your delivery, please give us a 24 hour notice.
- Rooms should be cleared in preparation for your delivery.
- Our delivery drivers cannot remove their shoes, make difficult deliveries such as a window entry, and deliveries above the fourth floor without an elevator. Please remove snow or other entry obstacles before delivery.
- Delivery damage to your home or merchandise must be reported within 5 days of delivery.

•How to Pick-Up Your Merchandise

- Upon notification that your merchandise has been received in the warehouse and your order has been paid in full, you must pick-up your merchandise within 14 days, or the order will be cancelled.
- Please contact Customer Service at www.steinhafels.com or call 262-436-4600/866-351-4600 to verify that your merchandise is at the merchandise pick-up location.
- Merchandise must be dropped off and picked up for any return, exchange, or for service. If you prefer Steinhafels to pick-up and drop-off your merchandise or service your merchandise in-home, a delivery or service fee will apply.
- For safety reasons, Steinhafels does not advise and will not help load or tie your furniture in the following situations:
 - Any mattress, boxspring, headboard, footboard, or any light item in the back of any open vehicle or any open trailer.
 - Any item on a flat bed truck or trailer.
 - Any item on top of any vehicle or vehicle rack.
 - Any situation that we consider to be unsafe.

Steinhafels does not recommend that you transport any of these items under these circumstances. Should you elect to do so, you act at your own peril and acknowledge that Steinhafels had informed you that what you are doing is an unsafe and ill-advised activity. Under no circumstances will Steinhafels be responsible for any loss/damages incurred once merchandise leaves the loading dock.

IMPORTANT

•Special Order Merchandise

- Special order merchandise may not be cancelled and must be delivered within 30 days or picked up within 14 days from the date the order was received in the Warehouse, or the order will be cancelled and a 33% restocking fee will be assessed.
- No refunds, returns or exchanges on special orders.

•Clearance and Floor Samples

- Merchandise reduced for clearance includes full service and the manufacturer's warranty, except for "AS IS" marked merchandise.
- All sales are final on "AS IS" merchandise.
- The 30 Day Happiness Guarantee and 120 Night Sleep Guarantee does not apply to Clearance and Floor Sample merchandise.
- No Hold Orders. Merchandise must be picked up immediately.

•Upholstery/Area Rugs

- Dye lots and swatches seen at the store may vary slightly from the actual merchandise. Steinhafels is not responsible for these variances. Fabrics are warranted against defects for one year from the date of purchase under normal care and use. This warranty does not cover fading, pilling, or shrinkage and is not valid where there is evidence of heavy soiling or abuse. Fabric damage or failure due to improper cleaning or animal use will void the warranty.

•Leather

- Leather is a natural material and surface marks and variances in color show that the leather is genuine top grain. Steinhafels is not responsible for these natural variances.

•Accessories

- Accessories are not serviced.

•Deferred Billing Plan and Service

- Monthly payments must be made during service/exchanges on deferred billing plans to avoid late charges or interest.

•Extended Warranties

- Extended manufacturers' warranties that exceed one year will be subject to transportation, labor and service fees.

•Relocated Furniture

- Damage that occurred due to improper handling of the merchandise by moving it, will void Steinhafels one year warranty.

•Exchanges or Refunds

- You must have your original receipt for exchanges or refunds.
- Merchandise in your home longer than 30 days cannot be returned.
- All exchanges or refunds are subject to inspection by Steinhafels.
- Merchandise must be returned in its original condition.
 - Merchandise must be free of: wear or tear, scratches, nicks, stains, pet hair, smoke damage, or missing parts.
 - 33% cleaning/usage fee will be charged for items not returned in original condition. Mattress sets cannot be cleaned.
- If you received a gift with purchase it must be returned in its original condition, or you will be charged full value of the item.
- Delivery fees, leather and fabric protection, leather care kits, mattress covers, pillows, sheets, blankets, and any other care products are not refundable.
- Refund checks are issued after 10 business days by the Steinhafels Corporate Office. No Cash Refunds. Refunds on a bank card will be credited to the bank card used as payment.

•Pricing Policy

- Our sales orders are subject to pricing audit and compliance with our policies and procedures. These are found in our Steinhafels customer brochure and at www.steinhafels.com