



Prepare for Pickup!

Your new furnishings will soon be ready for pickup. Follow these simple steps for a seamless, stress-free pickup experience.



PLAN FOR YOUR PICKUP

Once your item(s) are ready for pickup, you'll receive a phone call from our Guest Care Team. **Please note: if we cannot reach you after three attempts, then your product(s) may be reassigned.**



NOTIFY US

If you need to change your pickup date, call our Guest Care Team 72 hours prior to pick up at 866-787-7930. You can also text us at 855-943-0340 or chat with us at ashleydsg.com.



PICKUP LOCATION

Head over to our Distribution Center (DC) to pick up your items. **Please note, hours may vary per location.**



HAVE YOUR ID READY

Upon arriving to the DC, you will be asked for picture identification. Have someone else picking up your item(s)? Make sure these instructions were provided to our Guest Care Team prior to your arrival of the DC.



SECURE YOUR ITEM(S)

We will happily assist you in loading your item(s), but it is your responsibility to properly secure each item.



QUESTIONS?

Call Guest Care at 866-787-7930, Monday through Saturday, 8am to 8pm (CT). You can also text us at 855-943-0340 or chat with us at ashleydsg.com.

Upgrade to White Glove Delivery Service

Interested in getting your item(s) delivered instead? Call our Guest Care Team today! We'll happily assemble, setup your furniture in the room of your choice, and remove all packing materials. Please note, delivery charges apply.