



THANK YOU FOR CHOOSING ASHLEY

We are here to make sure you are satisfied with your purchase. Please take a moment to review the following information.

For any questions on the status of your order or delivery, please text us at 855-943-0340 or visit www.ashleydsg.com. You may also contact our Guest Care team at 1-866-787-7930, Monday through Saturday 8am to 8pm (CT).

Your furniture is on its way. Here's what to expect:

- All dates are estimated, but we will provide updates along the way and get your item(s) to you as soon as possible.
- Once your item(s) arrives, we will contact you via text message or phone call to arrange receipt. If we are unable to reach you, or if you are unable to take your item within 14 days of arrival, you may experience further delays in receiving your item(s) or your order may be cancelled.
- If you have chosen for your item(s) to be delivered, we will send you a 3-hour delivery window at least 2 days prior to your delivery date via phone call, text, and email. Please be sure to confirm your delivery window to avoid having to reschedule.

Cancellations

You must cancel your order at least 48 hours before delivery or pick-up by calling our Guest Care team at 1-866-787-7930. If your order cancellation request is provided with less than 48 hours' notice of the scheduled delivery date, we will cancel the order, and your credit card will be charged for the delivery fees.

Warranty & Repair

- You have 72 hours after you receive the item(s) to report if it is delivered damaged or defective. Call our Guest Care team at 1-866-787-7930 and we will work with you to repair the item to manufacturing standard. If we are unable to repair the item to manufacturing standard, we will replace the item. You may also text us at 855-943-0340 or visit www.ashleydsg.com.
- Ashley Furniture has a limited one-year manufacturer's warranty to the original purchaser. Exclusions may apply.
- All clearance items are sold as-is and are not eligible for cancellations, returns, or service.

Return Policy

Once the item(s) are in your possession, all sales are final.

PHONE, EMAIL, AND TEXT MESSAGE TERMS

- By submitting your email address and phone number, you are granting Ashley/DSG, 4120 Air Trans Road, Memphis, TN 38118 permission to send you alerts.
- Your message frequency may vary. Alerts may include the following but are not limited to:
 - An order has been placed
 - Updates on your order
 - Item(s) are ready to be scheduled for delivery or pick-up
 - Delivery schedule confirmation
 - Delivery tracking information
 - General marketing or promotional messaging

Please note: Message and data rates may apply. Calls and text messages may be auto-dialed. You may opt out of receiving text messages at any time by replying STOP. You may opt out of receiving emails by unsubscribing to the email. Your privacy will be protected, and your information will not be shared. Consent to receive marketing calls, texts, or emails is not required to purchase goods. Terms & Conditions are available at ashleydsg.com.

Preparing for Your Delivery

- **White Glove Delivery Service:**
 - o Includes furniture assembly, set-up in the room of your choice, removal of all packaging materials, and in-home repair services.
 - o Prior to our arrival at your home, please remove the old furniture from the room in which your new furniture is going. Also, ensure there is a clear pathway for our delivery team's safety.
- **Doorstep Delivery Service:**
 - o The item is dropped off at the first dry area outside the doorway or garage in its original packaging.
 - o It is your responsibility to bring the furniture inside from the drop off area.

- You will also be responsible for furniture assembly, furniture set up, unboxing and removal of all packaging materials. Any damage that results from moving the furniture into the home or assembling the furniture will also be your responsibility.
- **All Deliveries:**
 - An adult (18 or older) must be present to accept and sign for your item(s).
 - Delivery fees are non-refundable. If no one is home when the delivery team arrives, you will be charged an additional delivery fee.
 - If an item is delivered damaged upon arrival, we will repair it at no additional cost. If we are unable to repair it to new condition, we will provide a replacement.
 - Scan the QR code for more details on what to expect for your delivery.

Pick-up Instructions

- **In-store Pick-up** is for items purchased from the store floor and must be picked up within 72 hours of purchase.
- **Warehouse Pick-up** allows you to pick-up your items at our Distribution Center. Hours may vary.
- Upon arrival, you will be asked for picture identification. If someone other than yourself will be picking up the item, please ensure that these instructions have been provided prior to arriving at the store or Distribution Center.
- We will gladly assist you in loading your items. Please be aware that it is your responsibility to ensure items are properly loaded and secured. We are not responsible for any damage caused by loading or failure to secure items.
- If an item needs to be serviced or repaired, you will be responsible for transporting the item(s) back to the Distribution Center.
- Scan the QR code for details on what to expect for your pick-up.