



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.

Terms & Conditions

Description of Services

The Services consist of applications that delivery teams and customers interact with over the course of a delivery service, including an application used to record high-level observations within the home and a routing application that requires delivery teams to upload image and video information of your home to confirm successful delivery and to allow for personalized furniture recommendations.

We use this information to categorize and record information about you or your home that help us provide better services to you as a customer. This includes adding information to your customer profile that allows us to provide more personalized product recommendations to you in the future. You can opt out of any direct marketing at any time. Please see our Privacy Policy for more information.

Permissions You Give to Us

As part of our provision of Services to you, you give us permissions that we need in order to provide such Services. We do not claim ownership of your personal content or information (images taken inside your home and observations about your home), but you grant us a license to use it.

Privacy Policy

This Privacy Policy explains how DSG ("we", "us", or "our") may collect, use, and disclose your personal information in connection with delivery services (collectively, the "Services").

Personal Information We Collect

We collect information about you in various ways, including in connection with the sources described below.

- **Personal Information Provided by You:** We collect personal information you provide to us through usage of our Services, such as when communicate with or submit information or content to us, respond to a survey or register for delivery. This information includes, but is not limited to email address, name, video clips, photos and survey responses.
- **Image and Video Information:** We may collect information about the videos and images that are generated either through the delivery process or through direct usage of any Services, such as identifying the objects and background that appear. We will NOT collect any audio, and we blur any image and video information related to facial features.
- **Environmental Background Data:** We collect information from the photos and videos taken in conjunction with delivery services using object and background recognition and computer vision technology.

How We Use Your Personal Information

We use your personal information in the following ways:

- To deliver services, including but not limited to providing more targeted product recommendations
- For marketing: We and our partners may use your personal information for direct marketing from our retail partners and interest-based advertising purposes, including for demographic classification, for content and ad recommendations, and to enrich your customer profile for use by our retail marketing team.
- For research and development: We may use your personal information for testing, research, analysis, and product development, including to develop and improve our Services, products, and services and to create new products and services. We may anonymize and aggregate data collected through the Services by removing information that makes the data personally identifiable to you, which we may use or share for any purpose, including for marketing purposes and to analyze and improve the Services.
- For compliance and protection: We may use your personal information to: comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities; protect our, your or others' rights, privacy, safety, or property (including by making and defending legal claims); audit our internal processes for compliance with legal and contractual requirements and internal policies; enforce the terms and conditions that govern the Services; and prevent, identify, investigate, and deter fraudulent, harmful, unauthorized, unethical, or illegal activity, including cyberattacks and identity theft.



- For other uses: In addition to the uses otherwise described in this Privacy Policy, we may also use your personal information as described to you at the time when we collect it.

How We May Disclose Your Personal Information

We may share your personal information with the categories listed below and as otherwise described in this Privacy Policy or at the time of collection.

- **Retail Partners and Related Companies:** We may share data collected by using the Services with our retail partners to use in the delivery of digital and offline marketing or otherwise facilitate transmittal of information that may be useful, relevant, valuable, or otherwise of interest to you. Our retail partners may collect content from the Services and information about your activity on the Services to help them advertise their products and services, and/or use hashed customer lists that we share with them to deliver ads similar users on their platforms. We may share your personal information with our current or future affiliates and/or subsidiaries
- **As Required by Law and Similar Disclosures:** We may access, preserve, and disclose your information if we believe doing so is required or appropriate to: comply with law enforcement requests and legal process, such as a court order or subpoena; respond to your requests; protect yours', ours' or others' rights, property, or safety; or for the fraud prevention and safety purposes described above.
- **Merger, Sale, or Other Asset Transfers:** If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, including any related negotiations, your information may be sold, disclosed, or transferred as part of such a transaction (or potential transaction), as allowed by law. If another company acquires our company or our assets, that company will possess the information collected by it and us and will assume the rights and obligations regarding your information collected by us as described in this Privacy Policy.