



DELIVERY Vs SHOWROOM PICKUP

Offenbacher's offers residential delivery of all products we sell. This service includes unpacking, unwrapping, and assembling furniture, selected fireplaces, fireplace doors, gas grills, pool tables & spas as well as removal of all trash.

If you do not wish to take advantage of this service, furniture may be picked up from the showroom at the store manager's discretion. Due to limitations on our delivery trucks and storage in our showrooms, this service may not always be available. There is a \$25.00 charge for showroom pickup for transporting the item(s) from the warehouse to the showroom. In addition, you should be aware of the following:

1. Patio furniture is very bulky, and will generally not fit in a regular car. Even some popular sport utility vehicles (Explorer, Blazer, Suburban, etc.) may require several trips.

2. Merchandise to be transported in an open truck must be tied down securely. Most small pickups (Ranger, Dakota, Toyota, Nissan, etc.) cannot accommodate a full set of patio furniture. Please bring along rope, tie downs, bungee cords, etc. as Offenbacher's cannot provide them.

3. The customer is responsible for thoroughly inspecting all merchandise prior to loading. Any damage incurred during loading, or damage discovered after leaving the premises, is solely the responsibility of the customer. Offenbacher's will not be held liable.

4. In the event of a defect covered by the manufacturer's warranty or Offenbacher's warranty, the customer is responsible for delivery of the merchandise to the Offenbacher's warehouse at 10001 Aerospace Rd, Lanham, MD 20706. If we did not deliver the merchandise, we will not be responsible for pick up and delivery of defective merchandise.



5. For liability reasons, the staff is not available to load merchandise. Please bring along someone to assist you if needed.

6. Storage space at the showroom is minimal. We ask that you pick up your purchase on the day it is delivered to the showroom. Furniture not immediately picked up may be stored outdoors. If merchandise is not picked up within 72 hours of notification, we reserve the right to return it to our warehouse location, where it may be picked up at the customer's convenience. All merchandise must be picked up within 30 days of availability.

7. Due to a number of reasons, delivery schedules to the showroom can change. **Please call the store first to verify that the merchandise you purchased has been delivered to the showroom.**

Customer Signature

Date

Warehouse pick up is FREE. Please call 24 hours before pick up 1-877-846-3336.

