



# OFFENBACHER'S

PATIO · FIREPLACE · BILLIARDS · SPA



## DELIVERY DO'S AND DON'TS

### Do's:



- Delivery will be delivered to the address notated on the invoice.
- Delivery will be unwrapped and assembled unless otherwise stated on invoice.
- All trash will be taken away from the delivery site.
- Pool tables will be set up and leveled out where the customer specifies as long as the area is 5ft from each surrounding wall and the designated area is clear of all objects prior to the delivery.
- Delivery personnel will place the item(s) where the customer instructs them to unless it is a curbside delivery, but once placed in that spot, it will remain there.
- If an umbrella and umbrella base are purchased, delivery personnel will set the umbrella up in the table, but only if the customer is home. The umbrella will otherwise be left lying across the table top or set off to the side and the umbrella base will be placed under the table.
- When having a damaged item picked up, please make sure the damaged item is clearly marked for pick up so not to confuse it with good product.
- Extra delivery charge will apply for every delivery made after 60 days of your first delivery.

### Don'ts:



- Delivery personnel will not move furniture or other items out of the delivery area. It should be cleared off prior to the delivery. This includes pool table deliveries.
- Delivery personnel will not take away any old items unless it is something damaged we are delivering new merchandise in place of.
- Delivery of "curbside" items will only be dropped off outside of the home. It will not be unboxed, unwrapped, or installed/assembled. The customer or their contractor will be responsible for moving it inside the home.
- Items being shipped via common carrier will be curbside delivery only. We strongly suggest that someone must be available to receive and inspect the product from the shipper in case of any freight damage because the customer is responsible for filing the freight claim.

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Customer Signature

\_\_\_\_\_  
Date