

# Shipping Information Regarding Oversized Items



Oversized items are those that cannot be packaged in a single box and cannot be shipped via FedEx Home Delivery or FedEx Ground.

This item is shipped via third party trucking carrier within 3-10 business days. The delivery agent will contact you to schedule a delivery appointment once the shipment arrives into the local delivery terminal. The tracking information will be sent to you when your order ships. A signature is required for the delivery. Please contact us for additional comments on shipping or delivery.

The standard shipping method for your order is **Curbside Delivery**.

If you would like Threshold Delivery or White Glove Delivery, you will need to contact us for a rate quote. See details on these shipping method upgrades on the following page.

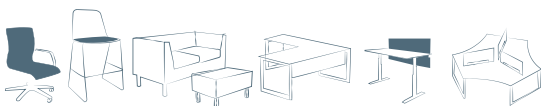
## Curbside Delivery

Shipment is delivered outside to the end of the driveway near the curb.



This item is shipped via third party trucking carrier within 3-10 business days. The delivery agent will contact you to schedule a delivery appointment once the shipment arrives into the local delivery terminal. The tracking information will be sent to you when your order ships. A signature is required for the delivery. Please contact us for additional comments on shipping or delivery.

The delivery agent will call in advance to schedule an appointment date and time window. Shipment is delivered outside to the end of the driveway near the curb. You will have 5-10 minutes to inspect the exterior of the shipment. **NO UNCRATING OR UNPACKING INCLUDED.** Customer signature required.



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## Threshold Delivery

Shipment is delivered into the garage or at the front door.



Shipment will be delivered into the garage or to the front door as long as there are no steps leading to the door, otherwise it can be left in front of the steps near the front door. Shipment will be delivered into the lobby for apartments that have a lobby.

The delivery agent will call in advance to schedule an appointment date and time window. Shipment is delivered into the garage or at the front door. You will have 5-10 minutes to inspect the exterior of the shipment. **NO UNCRATING OR UNPACKING INCLUDED.** Customer signature required.

## White Glove Delivery



**Premium delivery to the ground floor with 2-man uncrating, unpacking, inside placement with room of choice and debris removal.**

Please inspect the package for visible damage before the carrier leaves. In the unlikely event you receive a damaged item due to shipping, please mark on the Proof of Delivery (delivery receipt) "damaged" before signing. We may not be able to process a damage claim without the Proof of Delivery marked "damaged".



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