



## Our Delivery Process

- When your furniture is in production our delivery department will contact you to arrange a 1 day window.
- This will be approximately 7 days in advance of your delivery date.
- If you agree to the 1 day window you will be added to the delivery load and production of your furniture will continue.
- We will next contact you approximately 5 days before your delivery and confirm a 3 hour time delivery timeslot.
- Please keep in mind that the 3 hour timeframe is only an estimate and it may change on the day of delivery due to unforeseen delays (traffic, accidents, etc). We will keep you informed if a change or any delays occur.
- For your convenience, we will be more than happy to provide you with a 30 minute call ahead on the day of delivery. Please confirm the number(s) we should be calling. Let us know if you would like to receive a call ahead.

## Splendour Sofas Pre-Delivery Checklist

- Do we have the correct delivery address and phone numbers where you can be reached?
- Do we need a map or specific directions to find your house?
- Our vehicles are large, see below for example, will they be able to reach and park outside your property?
- Please be sure to have someone 18+ available to accept and sign for delivery.
- Do you have elevators, narrow stairs, or other special delivery obstacles?
- Will the furniture fit through the doorways and hallways in your property?  
Remember it may not be the actual door size that is an issue but obstacles either side of the door.
- Please ensure the route to your preferred location is safe and clear of obstacles and fragile items.  
We can not be held responsible for damages of this nature.
- Is your preferred room cleared? Our insurance does not permit our drivers to move your furniture or electronic equipment.
- Please confine your pets at the time of delivery as we would not want to cause them harm or have them harm the delivery team.
- Please note we are an all day delivery service with deliveries taking place between 7am and 9pm.
- If you need to cancel your delivery, please notify us at least 36 hours prior to your scheduled delivery

