



DELIVERY CHECKLIST

In order to ensure that you receive our very best customer service, we have created a simple guide to assist with your freight delivery.

All orders containing **vanities** will receive a complimentary lift gate upgrade (\$55 value).

For all other orders, the delivery is a self-service truck; this means your shipment will include a self-service truck to your driveway or curb, unless upgrades have been purchased.

If you wish to upgrade delivery options and did not do so during checkout, please contact our customer service representatives directly, so we may process payment and adjust your shipment.

DELIVERY OPTIONS

SELF-SERVICE TRUCK	Customer responsible for removing item(s) from truck and transferring to inside.	Shipping calculated at checkout
LIFT GATE UPGRADE	Driver responsible for removing item(s) from truck. Customer responsible transferring item(s) to inside.	\$55.00
INSIDE DELIVERY UPGRADE	Driver responsible for removing item(s) from truck, then transferring shipment to the inside (through one door and on first floor).	Dependent on availability - Price TBD

DELIVERY GUIDELINES

Please review the steps outlined below to ensure a seamless delivery process:

1. Please ensure your contact information, phone and email, provided on your order confirmation are correct.
2. The delivery company will contact you to schedule a delivery appointment during normal business hours, Monday through Friday once the order is near your location. Someone must be present for delivery and signature is required. Not being present for a scheduled delivery, or neglecting to schedule an appointment with the carrier, will result in Re-Delivery Fees and/or Return to Sender Fees to be paid by the customer.
3. Prepare for your delivery - please make sure your driveway is clear.
4. Once the delivery truck has arrived, ask the driver for a delivery slip.
5. Remove all items from the truck. (If you have paid for the lift gate or inside delivery upgrade, then the driver will remove the items from the truck).
- 6. Inspect all package(s) for any and all damages and/or missing items PRIOR to accepting and signing off on delivery. Once you sign and the delivery is accepted, you are acknowledging the order has been received in good condition. *If the driver does not allow you to inspect all package(s) prior to signing, please notate "Subject to Inspection - Inspection Denied" when signing the delivery slip.**
7. Return the delivery slip to the driver; a customer copy should be given in return.
8. Any cases of missing or damaged items discovered after delivery, please contact customer service immediately, no later than 3 days after delivery, for further investigation.

Customer Service Available Monday-Friday 9am-5pm EST
Toll Free: (877) 256-1645 Email: cs@thebathoutlet.com