TYPES OF SERVICES

PREMIUM SERVICE
• 20% of inventory charges for less than $5,000 in inventory
• 25% of inventory charges for more than $5,000 in inventory
• Minimum charge is $249.95
• Delivery in 3-5 weeks from date of pickup.
• No weekends or holiday.
• Services provided are:
  2 men place furniture in the room of customers choice, remove packaging, provide up to half hour of basic assembly and remove all trash. Two floors included, $30 per flight thereafter. Additional assembly time $65 per hour and is arranged directly with UKAY Delivery.

BASIC SERVICE
• 15% of inventory charges for less than $5,000 in inventory
• 20% of inventory charges for more than $5,000 in inventory
• Minimum charge is $199.95
• Delivery in 3-5 weeks from date of pick up.
• No weekends or holidays.
• Services provided are:
  1 man assists the customer in bringing the furniture to the nearest dry room on the ground floor only (garage, living room, etc.) If the destination is an apartment, high rise or multi-family dwelling, the order will be delivered to the loading dock, lobby or elevator. Basic service does not include unpacking, assembly or removal of trash.

EXPRESS BASIC SERVICE (State of Florida Only)
• 15% of inventory charges
• 20% if invoice over $5,000
• Minimum charge is $199.95
• Delivery within 5 business days from date of pickup.
• No weekends or holidays.
• Services provided are:
  1 man assists the customer in bringing the furniture to the nearest dry room on the ground floor only (garage, living room, etc.) If the destination is an apartment, high rise, or multi-family dwelling, the order will be delivered to the loading dock, lobby or elevator. Basic service does not include unpacking, assembly or removal of trash.

CALCULATING SHIPPING CHARGES

Sales Associates are responsible for calculating shipping charges for customers requesting shipments within the continental US unless inventory charges exceed $5,000 or if the destination of the shipment is Canada. Shipping charges are calculated as a percentage of the total inventory charges as well as the level of service the customer is requesting, before discounts for City invoices and after discounts for Ashley invoices. West Coast and some areas in the Central US will have a delivery ETA of 4-6 weeks from time of pickup. Depending on the location of the delivery, there may be surcharges or other applicable fees that may apply on top of the delivery fee.

Some states incurring surcharges: Idaho, Maine (North of Bangor), Montana, North Dakota, South Dakota, Nebraska, Minnesota (North of Minneapolis), Wyoming, and Kansas.

An 18-wheeler is used for delivery. Customer will incur an additional fee if special delivery arrangements need to be made, depending on delivery location.

EXCLUSIONS: We do not ship clearance or floor models. Canada – All sales are final and no returns for these orders.