DELIVERY INFORMATION
All in stock merchandise will be reserved 9 days prior to your delivery. Delivery time frames are provided for your convenience, but cannot be guaranteed due to unforeseen circumstances that may occur on your day of delivery.

DELIVERY/PICK-UP PREPARATION
Each customer is responsible to provide a clear path for delivery, free of impediments. Stairways, elevators, and doorways must be large enough to allow safe handling of your furniture. Please secure your home for delivery by covering exposed floors with protective material and removing furniture or objects that may obstruct the path or create difficulty with the delivery. City Furniture is not responsible for damages that may result from a delivery. For customer pickup of products, each customer is responsible to provide a safe, spacious vehicle for transport.

GUARANTEED LOWEST PRICES
We always try to offer the best values anywhere. If, within two weeks of purchasing the merchandise listed on this invoice, you should discover any authorized dealer in Florida, including City Furniture, offering the same merchandise and service at a lower price, bring in proof and we will refund the difference to you.

DEPOSITS
Any deposit placed on merchandise and left unclaimed by the purchaser for more than five years from the invoice date shall be forfeited by the purchaser to City Furniture.

MANUFACTURER’S WARRANTIES
City Furniture grants or implies no warranties of performance on any products. All warranties provided, if any, are Manufacturing Warranties. Warranty paperwork is typically included in the packaging of the product. Many manufacturers who provide a warranty prefer to handle warranty claims directly.

Some manufacturers prefer City Furniture to assist in warranty service. Should assistance be necessary, please contact the City Furniture Warranty Department through Customer Care. City Furniture will charge a fee for delivery and/or pickup charges, if incurred, while handling the manufacturer’s warranty claim. For quality control purposes and verification, we reserve the right to request photographs of the damaged item(s) prior to processing a warranty claim. Most manufacturers’ warranties include repair or replacement of defective parts. They do not include the following:

a) Loss of use or time, inconvenience, money, or travel while parts are in the process of replacement or repair is in progress.
b) Coverage of leather and fabric against fading or discoloration from exposure to elements, oils, spills, fluids, or chemicals.
c) Buckling or splitting of veneers resulting from exposure to moisture and heat.

In no event shall City Furniture’s responsibility exceed the value of the originally purchased item.

IN-HOME SERVICE PROGRAM
If you purchased the In-Home Service program, your furniture is covered by the City Furniture 1-Year or 3-Year In-Home Service Program. City Furniture will repair or replace any furniture with manufacturer’s defects in workmanship and materials for one year or three years from date of delivery. A photo is required of the item prior to repair or replacement of furniture. City Furniture will perform this service in your home, within the City Furniture trading area in the state of Florida. Clearance and electronics are not covered. You will be entitled to a store credit equal to the price of the service program if you do not use the program. The store credit must be applied against a purchase within 30 days after the original service program expires.

STAIN REMOVAL PLAN
If you purchased the Stain Removal Plan program, your furniture is covered by the City Furniture 3-Year Stain Removal Plan Service Program. Under this program, City Furniture will attempt to remove, to the best of our ability, any stain caused by household foods, beverages, ink, or human or pet bodily fluids, during normal residential use, if reported to our Customer Care department within five days of staining. If the stain cannot be removed, the affected part or entire piece will be replaced at City Furniture’s discretion at no charge. A photo is required of the item prior to repair or replacement of furniture. Please refer to your Stain Removal Kit for additional details.

SATISFACTION GUARANTEED
We work to ensure your satisfaction by opening, inspecting, and inspecting every piece of furniture prior to your delivery. Plus, we will provide you with an estimated 3 hour delivery window prior to your delivery as well as a 30 minute call ahead of our arrival to your home.

REFUNDS & RESELECTION POLICIES
Refund Policy: You will receive a full refund if you cancel your purchase at least one (1) day prior to your scheduled delivery. Deliveries canceled on the day of delivery will be subject to a restocking charge of $99.99.

No refunds or reselections are allowed after delivery or pickup of merchandise. When purchasing a discounted Room Package, no refunds or reselections are allowed on the package pieces once any items included in the package are delivered.

INVESTMENT INFORMATION
Mattress Comfort Guarantee: When you purchase one of our mattress protectors, you will be covered by our 120 Day Mattress Comfort Guarantee. Box springs are not included. No refunds or reselections are allowed if one of our mattress protectors is not purchased and used.

Since your body takes time to adjust to a new mattress, you must sleep on your new mattress for twenty-one (21) days before a one-time reselection is allowed. Reselections must be for equal or greater value. A new Premium Delivery charge and a $129.95 exchange charge will apply.

Box springs and adjustable bases cannot be exchanged or refunded once delivered. Pillows and mattress protectors cannot be exchanged or refunded if opened.

Accessories: Tabletop items, wall décor, accent pillows, linens, lamps, florals, and area rugs can be returned to a showroom within 30 days. Items must be in new, unused condition in the original packaging.

Damage Claims: Any damage must be reported to Customer Care within one (1) day after delivery and will require clear photographs to arrange appropriate services. For minor damages, City Furniture will provide in-home repair service.

THE FINE PRINT
These guidelines apply to all merchandise unless purchased “as is.” Payments toward specially ordered merchandise are nonrefundable.

The City Furniture Investment Information:

a) is limited to original purchaser only.
b) is automatically voided by unreasonable use, misuse, or abuse.
c) requires that the products purchased be used indoors (except patio furniture designed for outdoor use) only in strict compliance with the instructions that accompany it.
d) requires that the products purchased be used for household use only and not for commercial use.

WARRANTY DISCLAIMER
City Furniture does not make nor is it responsible for any warranties of any kind, either expressed or implied, including but not limited to implied warranties or merchantability and fitness for a particular purpose. City Furniture shall not be liable for any economic or monetary loss whatsoever, nor for any incidental or consequential costs, nor for any expenses and damages incurred by the purchaser as a result of any claim made against City Furniture in connection with this sale. In the event that any of the warranty disclaimers made above are held to be invalid, the purchaser’s sole and exclusive remedy shall be repair or replacement, at City Furniture’s option, of defective products.