

# SG: Delivery Damage Policies

If unfortunately your furniture arrives damaged, please follow the steps below relevant to your delivery type.

## White Glove Delivery (local)

If our own White Glove Service delivered your furniture:

- 1) Note any damages at the time of delivery, recorded on the delivery note.  
(This must be done before our team leaves.)
- 2) We will address your problems as soon as possible and will contact you.  
(We may ask for images to help expedite a solution to the problem)

## Curbside Delivery arranged by Us.

- 1) Note any damages at the time of delivery, recorded on the delivery note.  
(Damage to the packaging does not entail damage to the furniture.)
- 2) Contact Us within 5 days of receiving the furniture and please send us an email with a written description and images of the problem.
- 3) Keep all furniture and its packaging for future inspection.
- 4) We will address your problems as soon as possible and will contact you.

## Curbside Delivery arranged by You.

Any damages will need to be addressed by your chosen shipper. Please document any damages as in the previous steps to help you with any insurance claims.