



## **SHIPPING INFORMATION**

We encourage you to visit us in Shipshewana Indiana to pick up your new furniture. This may not be possible so Brandenberry Furniture offers several convenient shipping options. Packaging and shipping your furniture will usually take approximately 3 weeks to complete. Shipping charges depend on the size of your furniture order, the number of miles to the delivery destination and the type of delivery service (curbside or in-home) you choose.

Brandenberry Furniture Offers two different shipping options:

### **CURBSIDE DELIVERY**

### **CURBSIDE DELIVERY PLUS IN HOME SETUP**

Please call (260) 768-3270 to obtain a quote when you have chosen the items to be shipped to your home. You can choose the method that works best for your situation. We use both in house and third party shippers.

Our in house delivery team primarily makes deliveries within a 200 mile radius of Brandenberry Furniture (Shipshewana, IN). The furniture is wrapped in blankets and secured with tie-down straps. Our delivery team is trained to handle each piece of furniture with extreme care.

PackShipUSA, our main third-party shipper professionally packages the furniture using a variety of shipping materials. Foam-In-Place (FIP) is manufactured foam that is dispensed in a liquid form. A gray film is placed between the furniture and the liquid foam so the FIP does not touch the furniture. Once the FIP is dispensed it expands and conforms to the object, creating a mold as it sets up resulting in a custom fit. All flat sides and tops are protected with 3/4 inch polystyrene sheets. Custom double wall cardboard sheeting covers the entire piece of furniture. The furniture is then attached to pallets for easy transferring by the carrier.

Additional third-party shippers such as FED-EX or UPS may be utilized. These will only be used when appropriate (based on the size of the order). Each of the third-party shippers has slightly different shipping policies and procedures with respect to delivery. Please call Brandenberry Furniture if you have concerns regarding any shipping method we use. In all cases the furniture is insured and satisfaction is guaranteed.

Once your order has been placed and the customer has received confirmation that an item is ready and/or available, pick up or delivery must occur within 30 days. Special arrangements must be made if the furniture cannot be picked up by the 30th day. After that time storage fees will apply.

In order to avoid re-delivery fees, you must be present during the scheduled delivery time. These fees include a charge of \$50.00 plus twice the original delivery fees.

## **CURBSIDE DELIVERY**

### **PackShipUSA**

After the furniture is packed, the furniture is shipped using Less-Than-Truckload (LTL) common carrier (such as Yellow Freight, Roadway, etc.) Once the furniture arrives at the destination terminal, PackShipUSA (or its representatives) will call the receiving customer to let them know it has arrived and provide the customer with details to contact the carrier to schedule the delivery. The common carrier will arrive in a 28 foot or 48 foot trailer unit to make the delivery. The delivery will be made with one driver and the trailer unit will not have a lift gate. The customer must have someone present to assist the delivery driver with unloading. Additional assistance may be needed based on the size of the order. It is the customer's responsibility to transfer the furniture inside the home. Extra charges will apply if the customer requests to have the shipment carried inside the home.

After unloading the furniture and before the delivery driver leaves, the customer should inspect the furniture for any damages incurred during delivery. Product damage is rare, though, if damage is found, first the customer should note the damage in the appropriate box on the Delivery Receipt provided by the driver and then sign. Second the customer should immediately contact Brandenberry Furniture and a claim will be filed.

*Note:* If there are any tears, indentations or holes on the exterior of the package, but no damage is found on the item(s), the customer should still make a note on the Delivery Receipt that the package had holes and/or tears.

The delivery time for Curbside Delivery is typically 14-21 business days. This delivery method is less expensive than the Curbside Delivery plus In-Home Setup.

### **Brandenberry Furniture Delivery Team**

Once the furniture is received by Brandenberry Furniture, the customer is called to schedule a delivery. The delivery will be made with one driver on the Brandenberry Furniture delivery trucks. The customer must be present or have someone on hand at time of delivery to provide assistance to the driver during unloading. Additional people may be required depending on the size of the order. It is the customer's responsibility to take the furniture inside the home. Extra charges will apply if the customer requests to have the shipment carried inside the home. After unloading and before the driver leaves, the customer should inspect the furniture for damage. Product damage is rare, though if damage is found, the customer should note the damage on the Delivery Receipt provided by the driver and then sign.

## **CURBSIDE DELIVERY PLUS IN HOME SETUP**

### **PackShipUSA**

When furniture is shipped to a customer for Curbside Delivery plus in home setup, a specialty carrier such as Bekins or Mayflower will be used to deliver the furniture to the customer's home. Once the furniture arrives at the destination terminal, PackShipUSA (or its representatives) will call the receiving customer to let them know it has arrived and provide the customer with details to contact the carrier to schedule the delivery. The carrier will deliver the furniture in a 45 foot or 48 foot tractor trailer unit. The delivery will be made with two men and the trailer will have a ramp and/or lift gate. The two men will carry the furniture to the room(s) requested and set up the furniture (i.e., assemble tables, beds etc.)

After unloading the furniture and before the delivery drivers leave, the customer should inspect the furniture for any damages incurred during delivery. Product damage is rare, though, if damage is found, first the customer should note the damage in the appropriate box on the Delivery Receipt provided by the drivers and then sign. Second the customer should immediately contact Brandenberry Furniture and a claim will be filed. Note: If there are any tears, indentations or holes on the exterior of the package, but no damage is found on the item(s), the customer should still make a note on the Delivery Receipt that the package had holes and/or tears.

The delivery time for Curbside Delivery with In Home Setup is 14-21 business days. This delivery method is more expensive than the Curbside Delivery method.

### **Brandenberry Furniture Delivery Team with In Home Setup**

Once the furniture is received by Brandenberry Furniture, the customer is called to schedule a delivery. The delivery will be made with at least two people on the Brandenberry Furniture delivery trucks. The delivery team will carry the furniture to the room(s) requested and set up the furniture. After unloading and before the driver leaves, the customers should inspect the furniture for damage. Product damage is rare, though, if damage is found, the customer should note the damage on the Delivery Receipt provided by the driver and then sign.