**SIMPLE DISCOUNT FURNITURE LLC DELIVERY POLICY**

**DELIVERY POLICY:** ALL DELIVERIES ARE SCHEDULED WITHIN A WEEKS AFTER INVOICE HAS BEEN PAID UNLESS A PROGRAM HAS TERMS WITH SIMPLE DISCOUNT FURNITURE ALL DELIVERIES ARE SCHEDULED WITH THE CLIENT.WE MUST SPEAK TO THE CLIENT WHEN SCHEDULING A DELIVERY. DURING THE PHONE CALL WE VERIFY THE CLIENT’S ADDRESS AND PHONE NUMBER. WE PROVIDE INSTRUCTIONS ACCORDING TO THE HOUSEHOLD GOODS THEY ARE RECEIVING. IF THE CLIENT IS KNOWN OF HAVING ANY TYPE OF DISABILITY THAT WILL NOT ALLOW THEM TO KEEP AN APPOINTMENT DATE OR SPEAK FOR HIMSELF OR HERSELF, THE COOPERATION OF A CASE WORKER OR CASE MANAGER WILL BE NECESSARY. ALL DELIVERIES ARE SCHEDULED FROM 7:00 AM TO 12:00 AM UNLESS SPECIAL ARRANGEMENTS HAVE BEEN MADE WITH A CASEWORKER OR CASE MANAGER. OUR DELIVERY STAFF WILL BEGIN BY CALLING THE CLIENT 15 TO 30 MINUTES BEFORE ARRIVING TO THE CLIENT'S HOME OR WHEN ON THEIR WAY TO THE CLIENT'S HOME. IF THE CLIENT DOES NOT ANSWER, OUR DELIVERY STAFF WILL CONTINUE DRIVING TO THE CLIENT’S HOME. OUR DELIVERY STAFF WILL TRY DIFFERENT WAYS TO GET A HOLD OF THE CLIENT. THEY WILL CONTINUE CALLING THE CLIENT ON THE PHONE, KNOCK ON THE DOOR, KNOCK ON WINDOWS, CALL THEM BY THEIR NAME, ASK NEXT-DOOR NEIGHBOR AND ASK FOR A MANGER. OUR DELIVERY STAFF WILL ONLYWAIT FOR 10 MINUTES AFTER KNOCKING ON CLIENT’S DOOR FOR THE FIRST TIME. IF AFTER 10 MINUTES, THE CLIENT HAS NOT RESPONDED TO PHONE CALLS AND KNOCKS ON THE DOOR, IT WILL BE CONSIDERED A MISSED DELIVERY AND OUR DELIVERY STAFF WILL CONTINUE TO THEIR NEXT DELIVERY.

**MISSED DELIVERY:** A MISS DELIVERY IS CONSIDERED WHEN THE CLIENT IS NOT HOME OR DOES NOT ANSWER THE DOOR, WHEN THE CLIENT CANCELS ON THE DELIVERY DAY, WHEN THE CLIENT DOES NOT COOPERATE WITH OUR DELIVERY STAFF AND WILL NOT LET THEM CONTINUE WITH THEIR WORK OR WHEN THE CLIENT REFUSES TO ACCEPT THE HOUSEHOLD GOODS BEING DELIVERED. **NOT CONSIDERED MISSED-DELIVERY WHEN CLIENT OR CASE WORKER/CASE MANAGER CALLS** **SIMPLE DISCOUNT AT LEAST 1 DAY BEFORE THE DELIVERY DURING STORE HOURS. SIMPLE DISCOUNT HOURS : MONDAY – FRIDAY 9:00 AM – 5:00 PM. SATURDAY 9:00 AM – 3:30 PM. SUNDAY CLOSED.**

**DELIVERY FEES:** $45.00 ON DELIVERIES WITHIN LOS ANGELES COUNTY EXCEPT ANTELOPE VALLEY AND OUTSIDE LOS ANGELES COUNTY. DELIVERIES TO THE ANTELOPE VALLEY HAVE A STANDARD CHARGE. DELIVERIES OUTSIDE THE LOS ANGELES COUNTY ARE CHARGED ACCORDING TO DISTANCE

**REDELIVERY FEES:** DUE TO THE COST OF FUEL AND WORK FORCE LABOR, A DELIVERY FEE IS APPLIED IF THE CLIENT OR THE RECEIVING PERSON IS NOT AVAILABLE OR PRESENT ON THE DAY OF THE DELIVERY AT THE DELIVERY ADDRESS. THE CURRENT REDELIVERY FEE AS OF NOVEMBER 2022 IS $45.00 WITH IN LOS ANGELES COUNTY. THE CURRENT REDELIVERY FEE AS OF NOVEMBER 2022 TO THE ANTELOPE VALLEY AREA IS $75.00. REDELIVERY CHARGES MUST BE COLLECTED BEFORE CLIENT IS RESCHEDULED. FEES ARE SUBJECT TO CHANGE. **WHO PAYS FOR REDELIVERY FEE?** THE PERSON TAKING THE DELIVERY APPOINTMENT OVER THE PHONE IS

COMMITTED TO TAKE THE RESPONSIBILITY TO PROVIDE THE REDELIVERY FEE IF CLIENT MISSES THE DELIVERY.

**CASEWORKERS/CASE MANAGERS:** THE STAFF AT SIMPLE DISCOUNT MAY NEED YOUR COOPERATION WHEN TRYING TO CONTACT THE CLIENT. IF POSSIBLE, PLEASE PROVIDE AN EMAIL ADDRESS AS A SECONDARY CONTACT SOURCE. IT IS VERY IMPORTANT TO TYPE CLEARLY WHEN FILLING OUT THE HOUSEHOLD GOODS FORM. THE SPELLING OF CLIENT’S NAMES IS VERY IMPORTANT WHEN SEARCHING FOR AN ORDER OR A CLIENT. PLEASE SPELL ADDRESSES CORRECTLY AND MAKE SURE A ZIP CODE IS ALWAYS PROVIDED. OUR DELIVERY SYSTEM IS BASED ON A ZIP CODE MAP. ALSO ALWAYS, PROVIDE A PHONE NUMBER FOR THE CLIENT. IF THERE IS NO NUMBER PROVIDED FOR THE CLIENT, DISCOUNT FURNITURE WILL CONTACT THE CASEWORKER/CASE MANAGER THAT WAS PROVIDED ON THE ORDER FORM. **IN** **ORDER TO SERVE YOU BETTER IN THE STORE, CASE WORKERS/CASEMANAGERS AND CLIENTS PLEASE CALL SIMPLE DISCOUNT TO SCHEDULE AN APPOINTMENT.** **WE PREFER THE CLIENT TO BE ACCOMPANIED BY A CASEWORKER/CASEMANAGER.**

**CLIENT’S RESPONSIBILITIES:** THE CLIENT IS RESPONSIBLE FOR PROVIDING AN EMPTY & CLEAN AREA IN THEIR HOME FOR OUR DELIVERY STAFF TO DELIVER THEHOUSEHOLD GOOD ITEMS. OUR DELIVERY STAFF WILL ASSEMBLE SOME ITEMS THAT WILL REQUIRE ASSEMBLING FOR EXAMPLE A BED OR A TABLE AS LONG AS THESPACE IS AVAILABLE. OUR DELIVERY STAFF WILL ALSO PERFORM A PROPER CONNECTION/INSTALLATION OF A STOVE OR REFRIGERATOR. OURDELIVERY STAFF DOES NOT SET UP TELEVISION SETS OR SMALL APPLIANCES. THE CLIENT IS NOT OBLIGATED TO HAVE FURNITURE ASSEMBLED OR BIG APPLIANCESCONNECTED/INSTALLED BUT MUST SIGN A NON-INSTALLATION OR REFUSAL FORM THAT IS PROVIDED BY OUR DELIVERY STAFF MEMBERS. IF NO EMPTY & CLEANAREA IS PROVIDED OR AVAILABLE FOR OUR DELIVERY STAFF TO ASSEMBLE FURNITURE, THE HOUSEHOLD GOODS WILL STILL BE DELIVERED AND WILL BE LEFT IN ASAFE PLACE IN THE CLIENT’S HOME. (THESE INSTRUCTIONS ARE PROVIDED OVER THE PHONE WHEN SCHEDULING THE APPOINTMENT) **PLEASE NOTE:** OUR DELIVERYSTAFF DOES NOT MOVE OLD FURNITURE OR OLD APPLIANCES. OUR DELIVERY STAFF IS INSTRUCTED TOWORK ONLY WITH ITEMS BEING DELIVERED.

**EXCEEDED BALANCES:** IF THE CLIENT’S TOTAL EXCEEDS THE BUDGET LIMIT THE PROGRAM HAS SET, THE CLIENT IS RESPONSIBLE FOR PAYING THE BALANCE OWED OUT OF POCKET. ANY MONIES THE CLIENT HAS TO PAY MUST BE COLLECTED BY SIMPLE DISCOUNT BEFORE HOUSEHOLD GOODS ARE DELIVERED. THE CLIENT MAY CHOOSE ONE OF THE THREE OPTIONS TO PAY A BALANCE DUE; **(1)** THE CLIENT MAY PAY BY CREDIT/DEBIT CARD IN PERSON OR OVER THE PHONE. **(2)** THE CLIENT MAY SEND A MONEY ORDER BY MAIL OR DELIVER IT IN PERSON. **(3)** THE CLIENT MAY PAY CASH IN PERSON C.O.D.

**WARRANTIES:** ALL WARRANTIES BEGIN ON THE DAY HOUSEHOLD GOOD ITEMS ARE DELIVERED. **FURNITURE** HAS A 30-DAYWARRANTY. SIMPLE DISCOUNT WILL REPAIR OR EXCHANGE ONLY IF MANUFACTURING DEFECT IS FOUND IN THE FURNITURE. WARRANTY IS VOIDED IF FURNITURE SHOWS SIGNS OF ABUSE. **NEW BIG APPLIANCES** HAVE A 1-YEARMANUFACTURER’SWARRANTY. THE MANUFACTURER WILL REPAIR THE APPLIANCE OR REPLACE IT FOR A NEW APPLIANCE DURING THE 1-YEAR PERIOD. WARRANTYIS VOIDED IF APPLIANCE SHOWS SIGNS OF ABUSE**. ELECTRONICS/SMALL APPLIANCES** HAVE A 1-YEAR MANUFACTURER’S WARRANTY. SIMPLE DISCOUNT WILLPROVIDE AN EXCHANGE OR REPAIR DURING THE FIRST 30 DAYS OF THE WARRANTY. AFTER 30 DAYS OF THE WARRANTY, THE CLIENT WILL HAVE TO CONTACT THEMANUFACTURER FOR EXCHANGE OR REPAIRS. PLEASE NOTE ALL WARRANTIES DO NOT COVER TRANSPORTATION. **MINIMUM ORDER IS $300.00**

**SIMPLE DISCOUNT FURNITURE LLC**

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**11/2022**