

AV Outlet Berkline Home Theater Seat Shipping Policies

Revised 10/01/08

Berkline Home Theater Seats are shipped in boxes to maximize protection of the merchandise. Each seat is packed in its own box with the back rest removed from the chair. Open the top of the box and verify package contents. Remove the recliner backrest which will be on top. If possible lift the recliner base out of the box. If need be the box can be cut to facilitate easier unpacking. Take extreme care when cutting away the box.

Damage Claims: Please inspect your furniture ASAP. Any noticeable package damage must be noted on the shipping documents. Even though damage may not be obvious we encourage customers to open the package and inspect the contents upon receipt. Pictures of damages must be submitted to sales@av-outlet.com and all claims must be filled within 3 days of receipt.

The receiver does have the right to refuse delivery of the theater seats if excessive damage is observed upon delivery. We do however have the ability to repair the theater seats in the field with Berkline supplied parts, leathers and fabrics. If the delivery is refused due to excessive damage new seats will be ordered and the typical 4-6 week lead time will apply. Field repairs can generally be performed in 2-3 weeks and generally the customer has use of the seat during most of this time.

Curbside Delivery

The base shipping method is Curbside Delivery. Curbside Delivery Service is provided by Berkline via Old Dominion Freight Lines or Averitt Express typically. Curbside delivery is typically performed with full size freight trucks and we can not guarantee the use of a smaller truck for hard to reach areas. Curbside Delivery provides the receiver of purchased Home Theater Seats delivery to the First Dry Area or Garage which ever comes first. Garage delivery is typical but not guaranteed. Curbside delivery does not include stairs or unpacking.

White Glove Delivery Service

The freight service we use is specialized in delivery to residential locations. As such, they use the appropriate care to ensure safe delivery of your purchase and use appropriately sized truck to deliver furniture. Typically, a 2 man team is used for delivery and the receiver of items is not required to remove items from the truck. The consignee (receiver) will be contacted prior to delivery to verify address and to schedule an appointment for delivery of the furniture.

White Glove Delivery Service includes inside placement, up to two (2) flights of stairs, unpacking, debris removal and set-up limited to fifteen (15) minutes and no usage of tools. Setup services are limited to those that can be performed without the use of tools. Setup services that exceed fifteen (15) minutes will be charged at a rate of **\$20.00 Per Quarter Hour or Fraction Thereof.** The typical white glove delivery service does not incur any additional charge as set-up time is minimal. Setup Services do **NOT** include any electrical, plumbing or component hookups.

General Info

Deliveries are made during Normal Business Hours: Monday thru Friday 8am to 5pm. Deliveries can usually be made outside of normal business hours at fee. Customers would need to ask the Delivery Company for this service when contacted to schedule for delivery. This service may not be available with all Freight Companies. This fee is payable directly to the Freight Company.

Unsuccessful Delivery where another delivery attempt must be made (not due to Freight Carriers errors or omissions) will result in a \$50 charge per attempt to deliver.

Currently Shipping Service is Offered for the 48 States and Not Offered for Alaska, Hawaii, Mexico or Canada. The following zip codes are also not included in free shipping. We reserve the right to modify this list as necessary. Contact us if you have special delivery needs.

California - 90704

Maine - 04653 98243 04050 98245 04645 98249 04853 98250 04863 98253 98260

Maryland - 21824 98261 21866 98262 98277

Massachusetts - 02535 98278 02539 98279 02552 98282 02554 98110 02557 08310 02564 98311 02568 98312
02575 98314 98315

Michigan - 49757 98337 49775 98325 49726 98333 98340

North Carolina - 27959 98312 27960 98342 98345

Ohio - 43434 98346 43438 98376 43456 98353 98359

Virginia - 21440 98364 98366 98367 98370 98380 98383 98386 98392 98393 98395

Washington State - 98236 98239

Please feel free to contact AV Outlet regarding Berklene Products. We have been Berklene Direct Dealers since 2003 and are proud members of the Better Business Bureau. A link to the BBB is provided on our website if you wish to check the status of our company.

www.AV-Outlet.com 1-877-271-5398 or Email Sales@AV-Outlet.com