

AV Outlet Home Theater Seat Shipping Policies

Revised 10/01/08

When Advertised on www.AV-Outlet.com "Shipping Included" as pertains to Home Theater Seats is provided as per this document for the various service levels as well as Exclusion for the Shipping Included Policy.

Use use several freight services to facilitate delivery of Home Theater Seats. We can not guarantee any specific carrier unless one is requested. If a specific carrier is requested we will need to provide a carrier specific freight quote which may increase the cost to purchaser.

The consignee (receiver) will be contacted prior to delivery to verify address and to schedule an appointment for delivery of the furniture.

Deliveries are made during Normal Business Hours: Monday thru Friday 8am to 5pm. Deliveries can be made outside of normal business hours at \$45 Fee by asking for this service when contacted to schedule for delivery. This fee is payable directly to the Freight Company.

"Shipping Included" – Our Standard Level of Service - 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 in some situations where accessibility is a problem. There is no weight limitation. This level of service does not include stairs, or unpacking.

Optional Upgraded 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 deliver service does not incur any additional charge as set-up time is minimal. Setup Services do **NOT** include any electrical, plumbing or component hookups.

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

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 www.AV-Outlet.com and all claims must be filled within 5 days of receipt.

Currently Shipping Service is Offered for the 48 Sates 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 last 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