

## CHoFO DELIVERY POLICY

At CHoFO, we want to make sure your new furniture arrives safely and seamlessly. Please review our delivery guidelines below to ensure a smooth experience from our store to your home.

### 1. Delivery Zones & Fees

CHoFO is proud to offer **FREE DELIVERY** for all orders within a **50-mile radius** of our store location (Neodesha, Kansas)

- **Within 50 Miles:** Free of charge
- **Outside 50 Miles:** Please call us at 620-325-0400 to let us know where you live and we will provide a custom quote based on your location.

### 2. Scheduling & Timing

- **Scheduling:** Once your order is ready, our delivery team will contact you to schedule a delivery date or you can schedule a date in-person at the store.
- **Tracking:** Our drivers will call or text you approximately **30 minutes prior** to arrival.
- **Rescheduling:** If you need to change your delivery date, please notify us at least **48 hours** in advance.

### 3. Preparation Requirements

To ensure the safety of our team and your home, we ask that you do the following:

- **Clear the Path & Area:** Ensure all walkways, driveways, curbs, and stairs are clear of any obstacles.
- **Measure:** Verify that the furniture will fit through all doorways, hallways, stairways, and elevators (if any).
- **Room Readiness:** Please have the space cleared of any old furniture. Our team is not authorized to move your existing household items.
- **Adult Presence:** We ask that at least one person be present in the home at the time of arrival to direct the delivery team on item placement.

#### 4. Delivery Day Services

- **Furniture Placement:** We will place the item in your room of choice.
- **Assembly:** We will assemble your furniture if the piece requires assembly (excluding wall-mounting).
- **Removal:** Our delivery team will remove all packaging materials and debris that may come with the furniture piece.

#### 5. Inspection & Damage

- **Signature Required:** After the item has been placed and assembled, the delivery team will ask for the signature of the person present at the time of arrival. Signature is required to ensure customer satisfaction of the furniture piece & delivery service.
- **Reporting Issues:** Please inspect the furniture piece thoroughly before the delivery team leaves. If you notice any defects or damages, please let the delivery team know and we will accommodate as needed.

**Questions?** Give us a call at 620-325-0400 or email at [sales@chofofurniture.com](mailto:sales@chofofurniture.com). We are here to help and would love to answer any questions or concerns you may have.

**\*\*CHoFO only** offers in-home measurements for installation services such as flooring, cabinetry, siding, and custom drapes. Measurements for furniture items are excluded. The customer is responsible for ensuring their desired furniture piece will fit in their desired space.\*\*