

Terms and Conditions

Payment Terms

Full payment is required at the time of purchase. We accept all forms of payment, including cash, cheque, Interac debit card, credit card, and Fairstone financial card. Financing terms will depend on the type of plan you've chosen, and you'll find complete details on your terms and conditions mailed to you by Fairstone when you finance a purchase.

BrandSource Price Guarantee

If, within 30 days of your purchase, you find the same article at a cheaper price elsewhere, advertised by competitor under the same terms and conditions, in the same Canadian city, we will refund 100% of the difference (excludes clearance, Black Friday, Boxing Week, and timed specials). We will match any price advertised by our store for 30 days. All price matches exclude clearance, Black Friday, Boxing Week, and timed specials. * Some exceptions apply.

Cancellations and Returns

You are free to cancel your order, prior to delivery or pick-up, within 48 hours of purchase of in-stock items. Stock items returns & exchanges with prior authorization only and subject to a 25% restocking fee and a delivery fee based on your location. Special order items are final sale and cannot be cancelled or returned. Appliances, mattresses, or pillows cannot be returned or exchanged once the product is in the home. Refunds are processed with the same method of payment (excluding cheque or cash where reimbursement will be via company cheque within 7-10 business days).

Defective Products

Most of our products include a one-year parts and labor warranty. See your product literature or speak with one of our product experts for details. If your product is defective upon arrival, notify us of the problem within 48 hours of receiving goods. If you notice the defect after 48 hours of receiving goods, please contact the product's manufacturer directly. Contact information for the manufacturer is included in the product literature. NOTE: Most manufacturers require one service call to diagnose the problem.

Upon delivery, inspect your product for damage. If the product is damaged, you have the right to refuse the delivery. We will contact you to schedule another delivery. Freight delivery policy varies. For more information, you can call us at 506-458-9565.

If your product does not fit

In the event that your product does not fit into your home, our delivery team will return the product to our warehouse the same day. You will then be able to reselect a new product, however an additional restocking fee and delivery fee will apply. (This applies to non-special-order items – i.e. Any item that was in stock at the time of purchase.)

Getting your Product

You may pick up your product from our warehouse or showroom or, if more convenient, you can purchase our delivery services.

Our delivery option provides you with delivery to your home, assembly, and inspection of your product (unless other arrangements are made prior to delivery). Our delivery team is careful to protect your product and your home during delivery. If you need to change your original delivery date, please contact us to reschedule, allowing at least 48 hours notice. Your delivery will be scheduled by your salesperson for a specific day in the morning or afternoon. If your delivery is in the morning it will be between 9am and noon, if your delivery is in the afternoon, it will be between 1pm and 5pm. Our delivery team will make an effort to call you 30 minutes prior to their arrival.

If you require removal, it can be arranged for a fee at the time of purchase. For removal of appliances, they must be uninstalled before our arrival so we can remove them. We do not connect or disconnect any water supply or drain hoses, or perform any plumbing, electrical, or HVAC work of any kind.

When you order several items, some may be available sooner than others. You can call us to pick up or arrange delivery of split orders, but additional delivery fees will apply.

When your order arrives, please inspect the product carefully. We'll be glad to resolve any issues as soon as possible. Please let us know of any concerns within 48 hours of delivery at 1-506-458-9565.

When picking up product from our warehouse, our teams will be happy to help you load the product into your vehicle. You will be responsible for securing it for safe delivery to your home. When choosing to pick up your purchase, please remember that you will be responsible for the assembly of all products. Please report any defect or damage within 48 hours at 506-458-9565.

Holding your Product

If your items need to be ordered into our warehouse, we will notify you as soon as they arrive to arrange for delivery or pick up. We will hold your order for 30 days after its arrival in our warehouse. After 30 days your product may be released for sale and re-ordered unless a delivery date is scheduled. Speak with your salesperson if you have special circumstances and we may be able to accommodate you.

Post Sales Service

We stand behind the products we sell and provide assistance to coordinate your warranty claim with the manufacturer when necessary. If you encounter any issues during the Manufacturer's Warranty or Product Protection Extended Service Plan Warranty periods, please call the Manufacturer's customer service number or the Extended Service Provider's customer service number. Please give us a call if you do not have these phone numbers and we will be happy to give them to you. This speeds up the process for you.

90-Day Comfort Guarantee

It takes time for customers to adjust to their new purchase, so BrandSource offers a 90-Day Comfort Guarantee for mattresses*. If you are not completely satisfied with your comfort, BrandSource™ will gladly exchange your mattress for you. All that we ask is that you purchase a mattress cover in the program and use a mattress cover and that the mattress is not stained and is free of bed bugs with your original purchase, and that you advise us if you would like a change within 90 days of the original purchase. We require that you sleep on your mattress for a minimum of 21 nights before the exchange can happen. Should you decide to exchange your mattress under the 90-Day Comfort Guarantee, we will deliver the new mattress and take back the old one for a fee based in your delivery zone. A \$99.99 exchange fee will also apply. Please note that the 90-Day Comfort Guarantee is valid for a one-time exchange only. The mattresses selected must be: part of the 90-Day Comfort Guarantee selection and the same size as the original purchase. Special order mattresses do not qualify for comfort guarantee exchanges. A special order is any mattress model or size that we do not stock in our warehouse. See website for more details.

Don't use it, don't lose it Promise!

When your purchase our extended service plan from Phoenix Inc. and do not use it, the value of the warranty can be used for a future purchase of regular priced furniture or bedding within 12 months of the end of the warranty period.

Clearance

All clearance products are sold "as is" and come with a manufacturer's warranty unless otherwise stated. **No returns, re-selections or exchanges** of clearance products are possible, and they are not eligible for the 90-Day comfort Guarantee or 30-day price Guarantee.

Accessories

You have the option to exchange or return your accessory purchase within 72 hours for a full refund (excludes top of bed and pillows and any clearance items). Products must be returned in their original packaging with your original sales receipt and price tags. Refunds will be made by your original method of payment with the exception of cash and cheque where reimbursement will be via company cheque within 7-10 business days. If you prefer, credit can be placed on your account for future purchases.

Privacy

We are committed to respecting your privacy and keeping you informed about future sales and promotions. If you do not wish to receive communication, please click the unsubscribe button at the bottom of the email or contact us at 506-458-9565 to be removed from the marketing list. Please note: if you are removed from our lists, we cannot offer you the opportunity to participate in customer appreciation events and promotional offers.



Thank you for choosing Daley's BrandSource Home Furnishings for your purchase.

Customer acceptance: I understand and agree to the terms and conditions as outlined above.

Customer Signature

Date