

SHIPPING POLICY/DELIVERY POLICY

Service we offer:

- At Jarons we have two options: convenient “at store” pick up or a professional white glove delivery service that is able to perform the service at a wholesale price. This rate is lower than any professional moving service.
- At the time of purchase, you may schedule a delivery day, or when your furniture arrives in our warehouse, we will call you to arrange a delivery day.
- You must accept delivery within two weeks of being notified that your merchandise is available otherwise your furniture can be re-sold.

Time of Delivery:

- Delivery is an ‘all day’ service, we do provide our best estimated 3 hour time frame, our “time frame” is our best estimate and can change.
- Jarons will provide a 3 hour time frame the night before delivery.
- Our delivery service “routes” the stops in the most efficient way possible and loads the truck the night prior to your delivery.
- If you are not home you will be charged a re-delivery charge of \$50 plus a \$50 restock fee.
- Please arrange to have someone 18 years of age or older available to accept delivery.

Delivery Cancellations:

- If you need to cancel a delivery you must do so 24 hours in advance or you will be charged a \$50 re-delivery charge and a \$50 restock fee.

What is included with delivery:

- Our delivery team will place the furniture in the area you designate, assemble, and remove all trash and packing materials from your property.
- They will NOT move, remove, or dispose of old furniture.

The Tight Fit:

- Some houses in this area have narrow doors and halls and low ceilings; some furniture will not fit into these houses.
- Our delivery service is instructed to make every effort to get your furniture into where you want it. They have explicit instructions not to damage the furniture or your home in the process.

- The final decision to try or not will be that of the driver. You may be asked to sign a damage waiver.

No Fit Delivery:

- It is your responsibility to measure and ensure the furniture will fit. Sometimes furniture doesn't fit into the room or the doorway of your house.
- You can check out our guide [here](#).
- In the event of a no fit delivery we will work with you to re-select furniture that will fit and present you other options. Re-delivery fees will apply.
- If you choose to cancel your order the original delivery charge plus a 25% restocking fee will be charged. The remaining balance will be a store credit only, no refunds.

Climbing/Walk-Up Fees:

- Deliveries made to units above the second story without elevator access will be subject to an additional charge of \$40 per story.

Warehouse Pickup:

- Bordentown Pick up - Orders can be picked up in our Bordentown warehouse Tuesday thru Saturday 10am to 5:30pm. The warehouse is closed on Sunday and Monday.
- Lumberton Pick up - Orders can be picked up at the Lumberton store Monday thru Friday 10am to 5:30pm. They are closed for pick ups on Saturday and Sunday.
- If you choose to pick up, come prepared with a proper vehicle and equipment to secure the furniture properly.
- Our warehouse is not responsible for securing your furniture.
- You can inspect your furniture prior to loading it onto your vehicle.
- Once the furniture is loaded onto your vehicle Jarons is no longer responsible for any damages that may occur.