

# SERVICES, GUARANTEES & POLICIES

**Special Orders** – We will special order merchandise from the manufacturer for you with a 20% deposit (30% on floor coverings and 50% on window coverings). Once your merchandise is ordered, your purchase cannot be cancelled and your deposit becomes non-refundable and non-transferable. If for any reason the items are no longer available from the manufacturer, BlvdHome assumes no liability and will refund your deposit in full.

Due to manufacturer production and shipping schedules, arrival dates of special orders cannot be guaranteed.

Additional pieces purchased at a later date are subject to availability from the manufacturer. In addition, the manufacturer cannot guarantee that the dye lot on upholstered goods or the stain on case goods will match your original pieces.

**Customer Pick-Ups / Will Calls** – If you intend to pick up your purchase from our Store(s) or Distribution Center, please call one hour before you plan to arrive so we can prepare your merchandise. Upon arrival, be sure to inspect your items carefully. We cannot be held responsible for merchandise damaged after you pick it up. We do not layaway or deliver accessories and other small items, they must be taken with you at the time of purchase.

## GUARANTEES

• **Best Price Guarantee** – Shop with confidence. BlvdHome will meet or beat prices on identical products from all competitors with BlvdHome's regular delivery area. BlvdHome's policy is to always sell at the Guaranteed Best Price. When you compare our prices to our competitors, plus include our additional services (full service delivery, set up, haul away, recycling of old products, financing, warranties, full service after the sale, and more) – we are confident you will choose to buy from us. There is a reason why we have been in business since 1974. As a BlvdHome Team we are committed to "Complete Customer Satisfaction."

If within 30 days you find a "better value" at a competitor\*\*, we will gladly match their offer. Also, within 30 days, if you find the item you purchased is priced lower at BlvdHome, we will refund the difference. This price guarantee excludes competitor floor samples, one-of-a-kind, as-is, closeout, clearance, and out of stock items.

• **Satisfaction Guarantee** – "If for any reason you are not satisfied with your purchase from BlvdHome within 14 days, you may exchange the item or return it for a full refund."

In order to receive full credit for your return, the merchandise must be in "like-new" condition. Electronic products must be returned in the original box and packaging with all manuals and accessories.

"Like new" condition includes, but is not limited to: No signs of wear and tear, scratches, nicks, stains, pet hair, smoke damage/odor or missing parts and accessories.

There is a 15% restocking fee on all small electronics that are returned in an opened or non-factory sealed box. Ready to assemble merchandise that has been opened cannot be returned.

Custom orders and items requiring installation such as built-in appliances, floor and window coverings are covered under the manufacturer's warranty and are not returnable.

If merchandise is picked up and returned by our delivery team, a \$45 charge will be assessed. An additional fee will be charged if pick-up is outside our local delivery area. If you return your merchandise using your own vehicle, there will be no additional charge.

See Mattress Comfort Guarantee for details on mattresses and bases.

Refund checks are issued within 10 days. Refunds on bankcards are credited back to the bankcard. Built-ins, delivery and installation charges (where applicable) are non-refundable once the service has been performed.

• **No Lemon Guarantee** – If we service your appliance or electronic product three times during the first year of ownership for legitimate product defects, we will verify the failure with our Service & Repair Department, and then replace it with like item, not to exceed original purchase price.

• **Mattress Comfort (Sleep) Guarantee** – It is important to BlvdHome that you sleep well on your new mattress and it takes time to adjust to a new sleep surface. With your purchase of a BlvdHome mattress protector, being pressure mapped on our SleepCast system and after 30 nights from the date of delivery you are not comfortable with your new mattress, you will have 70 days to complete the exchange of your mattress set.

This exchange is a one-time only courtesy reselect. There are no refunds on mattress purchases. If the reselected mattress is of greater value, the customer is responsible for any increase in the price.

Reselects will only be made after the 30-day adjustment period and the mattress must be smoke & odor-free, in original stain-free sanitary condition and must have the Law Tag. A process and handling fee of \$100 will apply on mattress exchanges within our local delivery area. Special size mattresses such as split cal-king, split head, twin XL; Adjustable bases, toppers/pads, pillows, sheets and mattress protectors are not returnable.

## FULL SERVICE DELIVERY

BlvdHome offers FREE Delivery from Salt Lake City, Utah to Las Vegas Nevada with your mattress purchase of \$699 or more. \$29 fee is charged for appliance delivery and a \$49 delivery fee is charged for furniture purchase of \$699 or more. An additional fee may apply to deliveries under \$699. Deliveries outside of the delivery area may be assessed an additional fee based upon distance and frequency of deliveries in that area. Please ask for your area's delivery schedule. Your order must be paid in full or credit approved before it is scheduled for delivery.

We have developed a delivery system that is efficient and professional. You will receive an automated call or text two days in advance of your scheduled delivery date to confirm your delivery and to verify your delivery address and other important information. This call also confirms that you will be available to receive the delivery on the scheduled date. If you are not home when we attempt to make your scheduled delivery, we will help you reschedule for the next available date and will assess a \$50 handling fee.

Our drivers will call you the morning of your scheduled delivery and give you a two-hour time block, during which your delivery will be made. If our drivers were unable to contact you, you may call our Delivery Coordinator at 435-986-2910 on the day of delivery.

We recommend that you personally be home to receive and inspect your merchandise with our delivery team. If this is not possible, please arrange to have a responsible adult

receive your delivery. Our delivery team is happy to call ahead for you to meet them at your home. Please provide the phone number(s) where you can be contacted and the amount of time you will need to make the connection.

Please provide a clear path to the area(s) in your home where you would like our delivery team to place your new merchandise. While we would prefer that you find a new home for the items that you are replacing with your purchase, we will haul away like for like items for an additional fee. In an effort to conserve environmental waste, BlvdHome may recycle or sell the items that are hauled away. If additional delivery help is required, due to tight corners, spiral stairs, extra stairs, or other hindrances, an additional fee may be charged. If you purchased new hoses, cords and vent kits, our delivery team will make all necessary connections for washers and electric dryers where there are existing hookups. An additional fee is charged to connect or disconnect gas lines to appliances.

BlvdHome commits to deliver your merchandise in good condition. If this is not the case, we will strive to resolve your concerns at the time of delivery. If you find a problem with your merchandise after our drivers leave, please call 435-986-2915 and we will schedule a qualified service technician to help resolve the issue.

• **Special Delivery Options** – We offer time specific, same day, and next day delivery from Irvins to Hurricane for an additional fee (merchandise must be in stock at our Distribution Center). Order and payment arrangements must be made by 1:00pm on the day of the sale for same day deliveries. For more details on all delivery options or to set up a delivery time please call 435-986-2910.

## WARRANTIES AND SERVICE POLICIES\*

We warranty all new furniture that we sell to be free of manufacturing defects for a period of one year from the date of the original delivery. This warranty does not include items sold "as-is". During this period we will, at our option, repair or replace any furniture containing a manufacturing defect. BlvdHome reserves the right to decide the appropriate remedy. We reserve the right to inspect the furniture in your home, and if possible, make repairs there.

BlvdHome adheres to any manufacturers' warranties that extend beyond the 1-year period. See store for details and any charges that may apply.

• **BlvdHome Service & Repair** – BlvdHome honors all manufacturers' warranties associated with merchandise we sell. The only cost to you, our customer, is if it becomes necessary to service or repair an item(s) delivered outside our local delivery area. We will pick up, repair and return an item(s) for the same price as a delivery to your area. However, you may bring in any item(s) needing service or arrange to meet a BlvdHome delivery truck in the nearest local delivery area at no extra cost. For service requests or questions call 435-986-2915.

• **Furniture Warranty\*** – All furniture warranties apply to the original purchaser and to furniture that has received normal residential use and proper maintenance. BlvdHome reserves the right to require carry-in warranty service on small or lower cost items.

• **Mattress Warranty\*** – BlvdHome will strictly adhere to the manufacturers' warranties. All manufacturers' warranties require mattresses to be stain-free and queen and king mattress sets be placed on a frame with a rigid cross-center (frame-to-floor) support, 5 slats, and all mattress law tags must be intact.

• **Electronics and Appliance Warranty\*** – Electronics and appliance products are covered by the manufacturers' warranties and, if purchased, BlvdHome Performance Guarantees. Please call the Service & Repair Department for authorized service of your product.

• **"As-Is," Clearance, and Clearance Outlet Merchandise** – BlvdHome does not offer any warranty on non-mechanical "as-is" merchandise, except for applicable manufacturers' warranties. "As-Is" appliances and electronics carry a limited BlvdHome warranty. All sales are final and there are no returns or exchanges. "As-Is" merchandise must be paid for and picked up within 24 hours, or scheduled to be delivered on the next available delivery truck.

## PERFORMANCE GUARANTEES\*

Performance guarantees can be purchased up to the end of the full manufacturers' coverage period. With your purchase, service is only a phone call away.

• **Appliance and Electronic Protection (BPG)\*** – is available to protect your appliance or electronic product well beyond the manufacturer's limited warranty.

• **Fabric and Leather Accident Protection (FLP)\*** – is available to help cover your furniture in case of accidental damage like food and drink spills, and other potential stains.

• **Wood Accident Protection (WPP)\*** – is available to help cover your furniture in case of accidental damage like stains, water marks, chips, scrapes, and warping.

## FINANCE\*

• **30-Day Layaway Policy** – Our Layaway Policy is for a maximum period of 30 days, with a minimum 20% down payment. If a layaway exceeds 30 days, the merchandise will be cancelled and made available for resale.

• **Convenient Credit\*** – As a service to our customers, BlvdHome offers long-term revolving charge financing (on approved credit) that allows you to make payments that will fit your budget and help establish a good credit history (payments are made directly to BlvdHome). BlvdHome also offers deferred interest finance options by joining the MyHome Rewards program. Ask for your BlvdHome Credit application today, or call our Credit Hotline at 435-986-3150 for quick and easy approval.

• **Payment Protection\*** – is available to take the stress out of financing. It offers coverage for involuntary unemployment, property loss/damage, disability, or in the event of loss of life.

• **Finance Terms** – RC–Revolving Charge Account; SM–6 Months/Deferred Interest/Min Pmt; TM–12 Months/Deferred Interest/Min Pmt; EM–18 Months/Deferred Interest/Min Pmt; SX–6 Months/Deferred Interest/No Min Pmt; LC–Layaway/Cash; CS–Cash Paid in Full at time of sale; 30–30 Day Business Term; BA–Business Account; CB–Contractor Builder.

\*\* A company that has a brick and mortar location within BlvdHome's regular delivery area.

\* A full list of benefits, conditions, and exclusions can be found on our website BlvdHome.com