



Customer Pick-Up Policy

For your convenience, we provide White Glove Delivery services within the Green Valley area. Customers choosing to pick up their merchandise may refer to the following policy.

Customer's Responsibility

- Customers must pick up their items within 3-business days of purchase.
- Items not picked up within this timeframe will incur a storage fee of \$100 for every two-week period.
- Customers must bring their own blankets, pads, rope, straps, and other protective materials.
- **The store is not responsible for any damage or loss** that occurs during loading, transport, or unloading.

Loading Assistance

- Our team may provide **courtesy loading assistance**, which means we help place items into your vehicle when possible.
- For safety reasons, staff may decline assistance if they determine loading the item or the condition of the vehicle could result in injury or property damage.
- Staff are **not permitted** to tie down merchandise, remove seats, or move personal items inside your vehicle.

Vehicle Requirements

- We will not load merchandise into a vehicle that staff determine is unsafe or too small to accommodate the item.
- For safety, **we cannot load items onto the roof** of any vehicle.

Waiver of Liability

- By choosing customer pick-up, you acknowledge and accept full responsibility for the safe handling and transportation of your merchandise and agree to hold the store harmless for any accidents, injuries, or damages that occur during loading or transport.

Tips for a Smooth Pick-Up

- **Bring help:** Have an extra person available to assist with lifting or positioning heavy or bulky items.
- **Bring supplies:** Bring pads, blankets, and proper tie-downs to secure and protect your items.
- **Consider delivery:** For oversized or heavy purchases, our delivery service can help reduce the risk of damage or injury.

Customer Acknowledgement of Pick-up Policy

Date

Signature