

What is Curbside Delivery?

If you are receiving a Curbside delivery arranged by us, following is what to expect.

1. Shipping Contact

The shipper will contact you when the goods arrive in your area to make arrangements for the delivery. Goods are delivered on weekdays during normal working hours (9am – 5pm).

2. Customs

When applicable, the shipper will contact you prior to delivery to collect payment for any duties and taxes imposed by Customs.

3. Service

Curbside delivery means the goods will be delivered to the point closest to your front door that is accessible by the truck carrying the goods. Customers are responsible for checking that all goods have free and easy access to their intended destination. Delivery surcharge may apply if modification in the vehicle or specialized equipment is needed to proceed with delivery.

4. Unloading

Your furniture will be sent in crates that are very large and heavy. You will need to unload the truck with the help of a friend, keeping in mind that the bed of the truck is above ground level. Please be prepared to take the delivered furniture into your home and make arrangements to dispose the wooden crates.

5. Checking Goods

You must check that all of the goods are present before signing the shipper's delivery note. If any goods are missing from the shipment, write the specifics on the delivery note, then contact us. Please report any damage to the packaging immediately upon delivery by noting it on the delivery note and contacting us. De La Espada will not be held responsible for any damage to furniture first reported more than 5 days after delivery.

6. Unpacking

Your furniture arrives packed in numerous layers that protect it during transport. It is important that you remove the packaging carefully to avoid damaging your furniture. Refer to the second page of this document titled "Unpacking Your Furniture" for further details.

7. Assembly

You will be responsible for assembling any furniture that requires assembly, and we are always happy to offer advice if you should encounter difficulty.

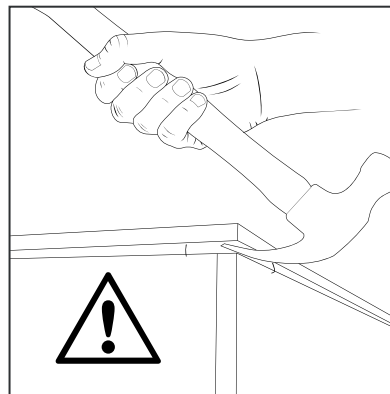
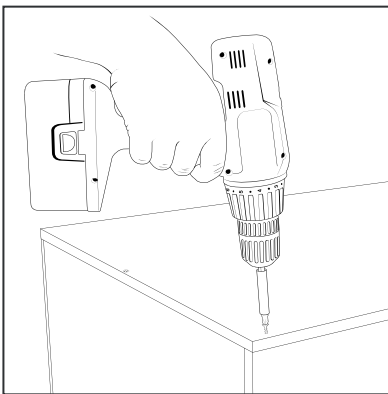
Unpacking Your Furniture

When your furniture is shipped for curbside delivery, it is packed in numerous layers to protect it during transport. It is essential that you unpack the goods carefully so you do not accidentally damage the furniture whilst unpacking. Below are the layers you can expect to find, as well as advice on the best way of removing them.

1. Timber crates

The outer layer of packaging is a timber crate. If the crate is secured with screws, first remove the screws with a screwdriver.

If secured with nails, use a crowbar or the crow end of a hammer to release the sides of the crate. Remove the furniture from the side. **BEWARE** of the protruding nails once the crate has been opened.



2. Cardboard

The next layer is cardboard. This is sealed with layers of packing tape. To remove the cardboard, use a sharp cutting knife to lightly slice the tape only, to allow you to release the cardboard. **DO NOT** slice too deeply as there is risk of cutting the furniture inside.

3. Bubble wrap

The bubble wrap rests on top of the furniture, so you must be very careful with this layer. Remove the bubble wrap by tearing with your hands only. **DO NOT** use a knife on this layer, as you are likely to cut too deep and damage your furniture. You are responsible for disposing of all packaging after removal.

