

# White Glove Delivery Service

De La Espada offers a White Glove delivery service to select locations. Following is what to expect from your White Glove delivery.

## Contact

Once your furniture has arrived we will contact you to book your delivery for the first available delivery day that is convenient for you.

## Team

Your furniture will be delivered by our own White Glove delivery team. Our delivery team has been trained in all aspects of our furniture construction and assembly to offer the highest level of service.

## Service

The White Glove delivery service involves our reliable delivery team carrying the goods into your home, assembling and positioning them as well as disposing of the packaging. Our team will not be able to move or remove any existing furniture so please make sure any necessary items are removed prior to delivery.

## Access

Customers are responsible for checking that all goods have free and easy access to their intended destination. If delivery proves impossible, we may require the customer to accept the goods and make their own arrangements for delivery.

## Schedule

All deliveries take place during working hours (9am to 5pm) from Monday to Friday. Availability of delivery slots may vary depending on a number of factors including order volume. Please note that traffic, weather and other circumstances out of our control mean that we cannot guarantee a specific time. Deliveries do require your presence on the delivery date.

## Cancellation

Should you need to cancel your booked delivery, you must give us no less than 24 hours notice prior to the booked delivery date. Should notice be given later than 24 hours prior, a cancellation fee equivalent to the standard delivery price will be charged.