

## RECEIVING YOUR PURCHASE

### Home Delivery

Our professional delivery team will, for a minimal fee, inspect your purchase, prepare it, deliver it to your home, set it in your room of choice, and remove all packaging materials. You will be notified via email, text and/or phone call 1-2 days prior to your scheduled delivery day with an estimated time (3 hour window) your order(s) will be delivered. Due to the complex nature of our delivery routes, we are unable to accept delivery time requests. When scheduling delivery, please choose a date in which you can be available all day. We need your help to ensure the smoothest and most efficient delivery. If you need to reschedule your delivery date, please call us 48 hours ahead. Your order is prepared and loaded in advance. Failure to provide a 48 hour notice will result in a reschedule fee equal to your delivery charge. If you cannot be home at the time of delivery, please make arrangements with our delivery department by calling 763-262-9205. Options include leaving a key or code, having a neighbor or building manager accept the delivery or having the driver call ahead so you can be there. Please see your Delivery Agreement for full details.

#### ***Have your home ready for delivery.***

Measure one last time where the item is to be placed and the pathway to get there. Pay particular attention when purchasing oversized sofas, large mattresses and box springs. Please remove any furniture, accessories, breakable objects or obstructions from the delivery path and room or area where your purchase is to be placed. If it recently snowed, please make sure to have a clear and safe pathway for the delivery professionals to walk through while carrying your new furniture.

### Garage Drop Delivery

For your convenience, we also offer Garage Drop delivery. This simple and affordable option is available on most items within our local delivery zone. Your item(s) will come in the manufacturer packaging and arrive unassembled. We'll document the delivery location and person who it was dropped off with, if available. No signature is required.

Track your delivery!

[www.beckerfurnitureworld.com/deliverytracker/](http://www.beckerfurnitureworld.com/deliverytracker/)

### Merchandise Pick-Up

Becker offers our customers the opportunity to pick up their furniture at our Distribution Center in Becker, MN and at some of our store locations. Pick-up times may be different from store hours; please call ahead to verify pick-up times. Merchandise that is picked up is not assembled. Assembly is available at an additional charge; advanced notice is required. Please see your sales associate for more information on assembly service. We are happy to assist you in loading your merchandise during designated pick-up hours; however, it is the customer's responsibility to ensure that the load is secure. We are not responsible for damages once the merchandise has left the premises. We encourage customers to thoroughly inspect their merchandise before loading product into their vehicle. If damage is found or occurs after pick-up, you may bring the product back for service or exchange at your expense. Please see your Pick-Up Agreement for more details and pick-up times.

## CONTACT US

763-262-9000

(Toll Free: 800-261-4188)

For locations, store hours, pick-up hours and more, visit our website at [www.beckerfurnitureworld.com](http://www.beckerfurnitureworld.com)

FURNITURE SERVICE INQUIRIES

763-262-9000 (option 4)

MATTRESS SERVICE INQUIRIES

Contact purchasing store

# BECKER

FURNITURE | MATTRESS | DESIGN

### OUR DISTRIBUTION CENTER

12940 Prosperity Ave

Becker, MN 55308

763-262-9205

Customer pick-ups:

Please call one hour ahead of arrival.

THANK YOU  
FOR YOUR  
PURCHASE!

### PROTECT YOUR PURCHASE

Accidents happen! Our furniture protection plans offer peace of mind with every furniture purchase. Protect your investment from spots, spills, breakage and much more.

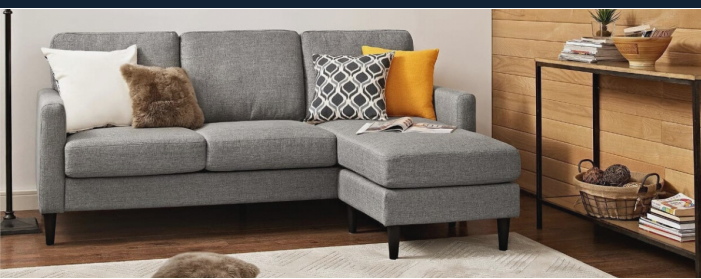
See details at

[www.beckerfurnitureworld.com/p/furniture-protection](http://www.beckerfurnitureworld.com/p/furniture-protection)

*Thank you!*

Becker reserves the right to update, change, amend or otherwise alter these terms and conditions without prior notice at its sole discretion.





## CUSTOMER SATISFACTION

### We Guarantee Your Satisfaction

On purchases of regularly stocked merchandise, it within the first seven days you are not satisfied, we will, with discretion, restore or repair any defect apparent with your purchase. If we are unable to correct your concern, we will offer an exchange, re-selection, or return and refund when your furniture is returned in "life new" condition. Original delivery fees are not refundable and a delivery fee for pickup will be assessed on returns.

Merchandise not in "like new" condition, unless otherwise being serviced or exchanged due to defect, will not be accepted for return or refund. This includes (but not limited to) conditions such as: excessive wear or use, tears, rips, stains, pet hair, odor, glitter, etc. Our delivery and warehouse personnel reserve the right to deny returns that are deemed unacceptable. All accompaniments must be returned; such as shelves, brackets, hardware and pillows. A restocking fee will be assessed to any return missing original accompaniments or not in "like new" condition. Refund, exchange or re-selection does not apply to special/custom order merchandise, delivery fees, closeout, outlet, or "as-is" merchandise, pillows, select mattresses, sheets, mattress protectors and adjustable bases. Closeout, outlet, clearance or "as-is" merchandise has no implied or expressed warranties; all sales are final.

Refunds will be issued within 7-10 business days in the original form of payment. Cash payments will be refunded by check and issued to and mailed to the address in our records. We are unable to make exception to any refund method for any reason.



## PURCHASING GUIDELINES

### Stocked Merchandise

Full payment of your purchase amount including sales tax is required to reserve your merchandise. You must take possession of your merchandise within two weeks of purchase or the date we notify you that your merchandise is available or the items become available for sale to other customers and we will not be able to guarantee "in stock" status.

### Special Order Merchandise

A 50% non-refundable deposit is required for all special/custom order merchandise. Orders are placed immediately with the manufacturer and cannot be cancelled. You must take possession of your merchandise within two weeks of the date we notify you that your merchandise is available. Storage fees will apply if you are not able to accept your merchandise within two weeks. Except where a defect is found, refund, exchange or re-selection will not be allowed on special order merchandise. Standard service guidelines apply.

### Pricing

We recognize that you have hundreds of options when buying furniture; making it a daunting experience. That is why we do everything we can to make it simple for you by offering Minnesota's Guaranteed Lowest Price, always. At Becker, we work to ensure our final sale price is the lowest in Minnesota. To back our claim, we will offer you 120% of the difference if you find a lower price on an identical item within 30 days of your purchase at any full line, stocking furniture retailer in Minnesota. All we will need is a printed competitor's ad or sales quote. From there, we will verify the product and price and adjust your prices accordingly!

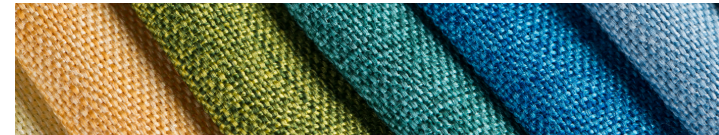
## SERVICE INFORMATION

### Becker Cares

We make every effort to ensure your experience purchasing from Becker Furniture or Becker Mattress is pleasant and satisfying. All merchandise (except where stated otherwise) is warranted against manufacturer's defects for one year from date of receipt. Please inspect your purchase carefully upon receipt. If you find visible defects on your furniture, you must call our Service Department within 5 days (within 24 hours for mattresses) of receipt and notify us of the concern. Beyond one year we will be happy to service your product for nominal service fees.

### Service Guidelines

Becker will work with you and the manufacturer to support any warranty claims. In order for our Service Department to fulfill your needs and expedite your request, please have your sales receipt available. Becker Furniture and Mattress reserves the right to inspect damaged merchandise in your home, provide service in your home or our warehouse, and repair or replace the part or merchandise at our discretion. Accessory items, such as pictures, lamps and mirrors, cannot be serviced. Please inspect these items before leaving the store.



## SPECIAL PRODUCT INFORMATION

**Upholstery** fabric dye lots and swatches may vary in shade from the product actually delivered by the manufacturer. Becker Furniture is not responsible for dye lot variances. Fabric pilling is a normal sign of use and is not a defect in the fabric. Pilling is caused by extra fibers coming to the surface on fabrics.

**Natural Materials** such as wood and leather have unique marks and variations that add to the product's natural beauty and should be expected. We are not responsible for uniformity or perfection in these natural products. See your sales associate about special care recommendations on natural materials. Varying weather and humidity levels will also affect these products.

**Distressed Finishes** are crafted to mimic the wear and aging of antique furniture by highlighting the effects of random wear and use. Due to this, no piece can be exactly duplicated and there will be variations between pieces.

**Rugs** require special care. Shedding and 'sprouting' are normal. Please see your Rug Care information for more information.

**Mattress** contours and impressions should be expected on all new mattresses. This is evidence of the mattress surface adjusting to the contour of your body in order to provide better comfort and support. Pillow top mattresses and mattresses with a more plush surface will show these impressions to a greater degree than firm mattresses. Body impressions are not considered defects unless they are in excess of the standards set by the individual mattress manufacturers.