STEPS *FOR A SUCCESSFUL DELIVERY*

Jordan's FURNITURE

1. Is This Your Current Address?

- Please **verify that the address** on your sales receipt is where you want your furniture to be delivered. Address changes may affect the day and date of your delivery. If an address change is needed, please contact us **at least 3 days prior** to your delivery day. Arranging the delivery route and preparing the furniture is a 2 day process before your scheduled delivery date.

- Do we have **ACCURATE contact information** (including your cell phone number and email address)?

Please note: If anything changes, please contact us as soon as possible for assistance.

2. Are You Prepared?

SCHEDULING

- We will call you 2 days before with a **3-hour assigned time frame,** which cannot be changed.

Please note: Due to ferry schedules and additional delivery complications, Martha's Vineyard and Nantucket customers will receive an 8 hour time frame between 8am and 4pm that cannot be changed.

- Someone 18 years of age or older **must be available from early morning into the evening** on the day your delivery is scheduled.

- If your residence has delivery time and/or elevator restrictions, please communicate the information to your salesperson or to Jordan's prior to scheduling.

- Moving to a new home? Schedule your delivery for a day when there is **ALL DAY access** to your new residence.

Please note: Deliveries canceled or changed with less than 48-hour notice are subject to an additional handling charge.

PREPARING

In-home Delivery Service – please clear a path into the right room so we can install and set up your furniture and bedding properly. Unfortunately, we cannot move your existing furniture or electronics.

Contactless Drop-Off Service - please clear a path and area for us to place your furniture. If we are delivering to a garage or enclosed porch, please be ready to open any doors before we arrive.

You are responsible for ensuring the furniture will fit into your home and room. Before purchasing your new furniture, note all important measurements and obstructions so you can ensure a successful delivery. It is important your furniture can fit through all entryways, elevators and any stairways.

Please note: Our delivery team is unable to make these or other preparations for you.

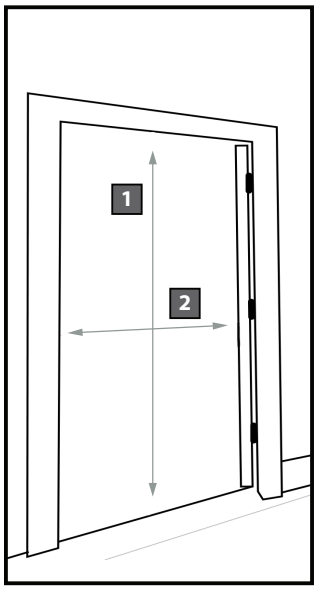
- Review the following guide *(see reverse)* for important measurement and obstruction information.
    - Do you have an exterior doorway with no obstructions (e.g. a wall) to your room which is wider than the width of a wooden piece or the height of a sofa?
    - Can your elevator accommodate the furniture being delivered? Is there enough **depth** clearance from elevator door to opposite wall?

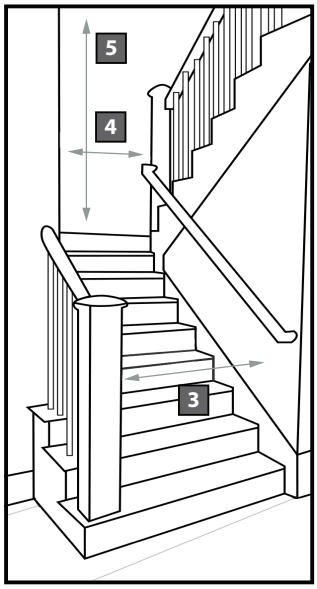
- Prepare your home **prior to our delivery team arriving.** Consider where the items will be placed, and remove any potential delivery obstacles.
    - Secure low-hanging light fixtures
    - Remove doors, if necessary
    - Set rugs in place
    - Remove pictures or art
    - Move other furniture
    - Put pets in another room

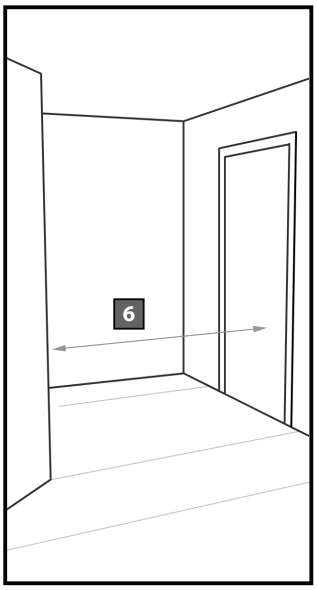
MEASURING *FOR DELIVERY*

1. Does it Measure Up?

Check the following measurements to ensure that your furniture will fit into your home.







1. Height of ALL doorways.

2. Width of ALL doorways.

3. Width of staircase.

4. Corner width of staircase.*

5. Height of stairwell ceiling/ overhang.

6. DEPTH clearance of ALL doorways to opposite wall.*

** If any doors or stairway landings lead into a wall rather than an open space, measure the depth clearance between the stairs or door to the wall.*

2. How Does it Compare?

Refer to your **sales order receipt** for furniture dimensions and compare them to your measurements from above.

SOFAS

- Is the sofa height less than the width of all the doors *(measurement 2)*? If not, can we angle it through the door?
- Is the sofa height less than the smallest width of your staircase *(measurements 3 and 4)*?
- Is the sofa length less than the height of the stairway overhang or any ceiling *(measurement 5)*?
- If the sofa length is greater than the height of the doors or ceilings *(measurement 1)*, **make sure there is enough doorway depth clearance** *(measurement 6)* to bring the piece lengthwise into your room.

WOODEN PIECES

- Is the height or length of the piece (whichever is greater) less than the height of the stairway overhang or any ceiling *(measurement 5)*?
- Is the width of the piece less than the width of the doors and the smallest width of your staircase *(measurements 2, 3 and 4)*?
- If the length or height of the piece (whichever is greater) is larger than the height of the doors *(measurement 1)*, **make sure there is enough doorway depth clearance** *(measurement 6)* to bring the piece by its longest measurement into your room.

MATTRESSES AND FOUNDATIONS

- Particularly in queen size, if your stairwell resembles the center image above *(measurements 3 and 4)* or if you have a low stairwell overhang *(measurement 5)*, you will likely need split foundations.
- If there are tight turns within the path to the bedroom *(measurement 6)*, you will likely need split foundations.

If you have any questions or concerns, please call us at **1-866-8JORDANS** (1-866-856-7326). Follow the prompts for Customer Service. To add additional contact information, make a payment, or schedule your delivery, go to **jordans.com/MyOrders.aspx**