

Out of Zone Delivery Policy

You have chosen to have your furniture shipped outside of Boston Interiors regular delivery area through a trusted Out of Zone third party carrier.

The following policies will apply:

1. All orders must be shipped complete; no partial deliveries will be made without additional delivery fees, even in the event of delayed merchandise.
2. Depending on your location and date of purchase, delivery to your home can take between 7 -30 business days (delivery dates will be reviewed when your order is finalized by the store)
3. Your furniture will be delivered, and assembled in ready to use condition upon delivery completion.
4. You are responsible for having the area the furniture is to be cleared. The delivery team will not move existing items.
5. Delivery is for normal walk in service to the first or second floor only Monday through Friday during normal business hours. Walk up service beyond the second floor will be charged at a minimum rate of \$50 per floor. All deliveries beyond the second floor are at the discretion of the delivery crew. All charges must be paid prior to shipping from Boston Interiors. No hoists of any kind will be done.
6. You are responsible to be sure your furniture will *fit* into your home and into the room. If your furniture does not fit and you decide to refuse delivery, you will be responsible for your original shipping charge and a return shipping charge equal to the original charge. In addition, you will be responsible for any return fees from Boston Interiors, which include but are not limited to a 30% charge for return of special order items.
7. No in home warranty service is available. All manufacturers' warranties apply, however; you are responsible for any transportation costs of your furniture back to Boston Interiors for service and then back to you. You must call Boston Interiors customer service department to make arrangements. Boston Interiors will evaluate your furniture on return and if found defective, we will service your furniture in accordance with the manufacturer's warranty.
8. All damages must be reported at time of delivery and documented with the delivery company. No claims for damage will be accepted after delivery. Keep this in mind if someone other than yourself is taking responsibility for signing for your items on delivery day. Person accepting delivery must be at least 18 years old. (Dye lot coloring, wood graining, knot variation, distress markings, cushion comfort, and uneven pillow stuffing are not considered defect or damage.) Please be sure that you understand the nature of the product you have purchased to avoid any expectation concerns.
9. Our outside delivery carriers are responsible for any damage they cause to your furniture or your home. All claims for damage must be processed through the carrier, so please note all damages on your delivery receipt, and call the carrier immediately.