



## **Delivery Policy:**

### **General Information**

All orders are subject to product availability. If an item is not in stock at the time you place your order, you will be notified by your Sales Representative or directly by Signature HomeStyles. Refunds may be issued to the original form of payment, by check, or by providing a substitute product of equal or higher value at our discretion.

### **Delivery Location**

Orders can be shipped to the 48 contiguous states. We do not ship to Alaska, Hawaii, APO, FPO, US possessions or international shipping addresses.

### **Delivery Time**

Direct ship orders shipping directly to the customer ship via UPS ground within 3-7 business days of submission. Ship to Host orders ship via UPS ground within 3-7 business days of submission of the Host order. Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered. Products may also be delivered in separate shipments.

### **Delivery Instructions**

UPS cannot deliver to a PO Box so please provide a physical delivery address.

### **Shipping and Handling Costs**

Shipping and handling fees include the cost to ship and handle the order. Shipping and Handling fees are based on the total purchase price. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed. Additional shipping surcharges may apply to remote areas or for large or heavy items. You will be advised of any charges on the checkout page. Shipping and handling may be taxable. Sales tax is charged according to the location to which the item is shipped.

### **Damaged Items in Transport**

If there is any damage to the packaging upon delivery, contact Customer Care at 1-800-800-5452 x9 or at [service@signaturehomestyles.com](mailto:service@signaturehomestyles.com)

### **Questions**

If you have any questions about the delivery and shipment or your order, please contact Customer Care at 800-800-5452 x9 or at [service@signaturehomestyles.com](mailto:service@signaturehomestyles.com).