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**ORDER STATUS** 

**CUSTOMER CARE** 

ALL FAQ



## Thanks for your order!

Great news- white glove delivery is included with your purchase!

White glove delivery includes bringing the furniture items inside your home, and into your room of choice with **two flights of stairs included**. Your items will be unboxed, and the packaging will be discarded by the delivery company. Please note that, if your order contains items from multiple brands, White Glove delivery may only be associated with one of the shipments, containing the largest item that is the most difficult to move. If you have any questions concerning which items on your order will be delivered via White Glove, please reach out to our <u>service team</u> so that we may better advise.

White glove delivery does not include assembly of items. We currently offer crib assembly as an additional option for select cribs. Million Dollar Baby, Babyletto, Ubabub, Nursery Works cribs are unfortunately EXCLUDED from assembly service per the manufacturer's restrictions. If you are interested in having your crib assembled, and you are already receiving white glove delivery, please reach out to us and we'd be glad to provide a quote for assembly.

This must be arranged before we ship your order.

**UPGRADE TO CRIB ASSEMBLY** 



## **Important Information**

Please note that, due to specifics in contracts with the freight carriers, we are not able to offer White Glove delivery to all areas. If this applies to your area, we will refund the \$50 white glove fee and the remaining delivery surcharge will be left on your order to cover threshold delivery, meaning that your order will be brought to the first point of entry (front door or garage).

When the delivery company calls to schedule your delivery, please confirm that you will be receiving white glove delivery. If there are any discrepancies, contact us. We want to be sure you are taken care of from start to finish!

Please inspect all items at the time of delivery. If there is any damage to a dresser or bookcase, please take photos of the box as well as the item itself to show the damage, and refuse delivery for that item and we will order a replacement for you.

We will not be able to place a claim to replace damaged items if damage is not noted at time of delivery. We will be unable to assist with repair or replacement of damaged merchandise if it is not thoroughly inspected and documented as described above. Please keep in mind that we do not provide partial or full refunds for damaged orders but we absolutely will provide replacements for any damaged parts or items!

Please do not sign the delivery form before inspecting all items. Please notify us with these photos within 24 hours of the delivery or we will not have recourse to file a claim on your behalf.

**CONTACT US** 



## **Grouped Shipping**

All furniture items from the same brand/manufacturer will ship together as one shipment when all of these items are ready to ship. Please keep in mind that we are unable to split the order into separate shipments while offering white glove service. We may be able to arrange a second shipment at a cost. Please contact us if this is something you would like to do. If you have items from another brand/manufacturer on the same order, those items will ship separately.



## **Discover New Trends**



We focus on eco-friendly baby products and new, innovative designs that help to make life simpler for every parent on the go and at home.

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