

FREE SHIPPING &amp; No SALES TAX

customerservice@jubilee.net

Phone: 702-413-1253



# Shipping

## ABOUT SELENAMOD SHIPPING

Selenamod Furniture prioritizes expeditious delivery service for each customer by providing up-to-date status checks and detailed shipping information. We realize the importance of receiving your order in a timely manner, which is why we insist on notifying our customers that shipping and delivery times for custom-made sectionals may be extended due to a variety of factors, many of which are beyond our control. Please carefully and thoroughly read our **Shipping Policy** to fully understand how we collect, use, protect, or otherwise handle your purchase in accordance with the policies set forth herein.

## UNITED STATES NATIONWIDE SHIPPING INFORMATION

Upon registering your Selenamod Furniture account, you will be able to add both billing and shipping addresses. Shipping costs are determined during the online checkout process. If you have not added your address details prior to completing your purchase, you will still have the option to obtain the appropriate pricing on the checkout page.

Note: Nationwide shipping on orders of \$2,000 or more is free for residents within the contiguous United States. (Restrictions apply to residents of Alaska, Hawaii, and Puerto Rico. Shipping costs are subject to change. Call for details.)

## MANUFACTURER & WAREHOUSE LOCATIONS

Our specially designed bonded and top-grain Italian leather materials are sent to our overseas manufacturer in Guangzhou, China. From there, employees ensure each sectional is handcrafted with complete precision. Once a product is finished, it is carefully placed in a shipping container that is sent to our port in Long Beach, California. Once cleared through Customs and released from the port, the order is sent directly to our warehouse in Las Vegas, Nevada.

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### SHIPPING FROM OUR WAREHOUSE

Once we receive an order at our warehouse in Las Vegas, Nevada, we will contact the relative third-party carrier for pick-up. As soon as the order is received by the carrier, an email containing a tracking number will be sent to the corresponding customer. For non-Las Vegas residents, a product is often delivered to one or more shipping terminals before being delivered to its final destination.

### THIRD-PARTY CARRIER DELIVERIES

Selenamod Furniture partners with several third-party carriers. Carriers are responsible for contacting customers when scheduling delivery windows. As soon as an order leaves our warehouse, Selenamod Furniture is no longer directly involved with the final delivery process; customers are encouraged to contact the carriers directly for order status updates and other delivery-related information.

### TRACKING INFORMATION

Tracking numbers are provided to customers as soon as their orders leave our warehouse in Las Vegas, Nevada. All deliveries are carried out by one or more of our third-party carriers—not by any representatives of Selenamod Furniture. Depending on the location, an order may be delivered to one or more shipping terminals closest to that order's final destination. When tracking your order, keep in mind that it is each *carrier's* responsibility to contact you prior to the final delivery process. You will only be contacted once your order has reached its **final shipping terminal** and is ready to be shipped directly to you. If a carrier has not contacted you within twenty-four (**24**) hours from the date your order was delivered to the **final shipping terminal**, kindly follow up with them directly.\* If you are still having difficulty reaching your carrier, you may contact us directly at [shipping@jubileefurniture.net](mailto:shipping@jubileefurniture.net)

### SHIPPING TIME FRAME

ORDER TYPE	PROCESSING TIME	ESTIMATED DELIVERY TIME
In-Stock Items	3-5 Business Days	1-3 Weeks
Special Orders	3-5 Business Days	12-16 Weeks

(Note: The estimated delivery time begins as soon as our manufacturer receives **confirmation** of a customer's order. Deliveries typically mirror their scheduled time frame; however, due to COVID-19 and other external factors, delivery times may be impacted. Please understand that while we try to provide the most accurate shipment information, exact delivery times are not guaranteed.)

### **CURBSIDE DELIVERY & WHITE GLOVE SERVICE**

All in-store and special orders are subject to the Terms & Conditions in accordance with our standard curbside delivery procedure. Upon delivery, an order will be placed directly outside a customer's home.\*\*

Our White Glove Service is for anyone who is either on a tight schedule or in need of extra assistance with the in-home delivery and assembly of their furniture.\*\*\*

### **IN-TRANSIT DAMAGE(S)**

All cartons that are shipped via our third-party carriers **MUST** be thoroughly inspected for any signs of mishandling, including:

- Dents, holes, rips, or tears
- Staining on sectional pieces or accessories
- Visible damage to the packaging or pallets

Visible damage must be noted on the Bill of Lading (**BOL**)—a receipt provided to the customer upon delivery—before it is signed. Declared damage on the BOL applies solely to the *packaging*; when noting any damage to the packaging, be sure to include as many pictures as possible, including direct damage to the merchandise. Any damage to an item (e.g., sectional, accessory, or add-on), is **NOT** to be reported to the carrier. Upon completion of a delivery, a customer will go through a separate claim process by carefully inspecting their order and notating the necessary information needed for the claim.

**(IMPORTANT:** Any damage not noted on the **BOL** will be assumed to have occurred after delivery. If you observe visible damage to an item *after* you remove the packaging, make sure to thoroughly document it in as much detail as possible. The more you document, the more helpful it will be during the claim process. Keep in mind that minor damages can be fixed, and items with considerable damage can be replaced. To begin this process, the buyer will need to submit a viable claim [with photos and a detailed description] within forty-eight (**48**) hours of receipt of their delivery.)

For information pertaining to repairs or replacements, please review our **Selenamod Limited Manufacturer Warranty Policy**.

### **SHIPPING CANCELLATION POLICY**

In-transit orders cannot be canceled. Cancellations are subject to the Terms and Conditions of our **Return Policy**.

*\*To minimize potentially extensive wait times, customers are encouraged to directly contact the shipping terminal at which their orders are being held. (Selenamod is not responsible for charges incurred for non-toll-free calls made to carriers.)*

*\*\*Customers are required to meet their carriers to validate receipt of their items. Furniture will not be delivered to its final destination unless signed for by the corresponding recipient(s).*

*\*\*\*Contact a Selenamod representative for more information about our White Glove Service policy and pricing. If a customer chooses this service, we will contact our White Glove Service personnel only AFTER that customer has confirmed a delivery window with their carrier. This is to ensure both delivery and assembly are done systematically. Please keep in mind that due to strict COVID-19 regulations, carriers and White Glove Service personnel will be divided into two teams.*

*Although Selenamod Furniture is **not** responsible for potential issues or shipping irregularities caused by one of our third-party carriers, we will do our best to assist you with any concerns you may have.*

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Service

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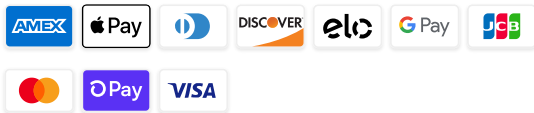
Newsletter



Store Hours:

Mon-Sat |  
 10am - 7:30pm  
 PST  
 Sunday | 11am  
 - 6pm PST  
 702-413-1253

**customerservice@selenam**



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