



# Shipping Policy

## How much does it cost for shipping?

Enjoy complimentary shipping on all orders, while our White Glove Delivery method incurs an additional upcharge for premium service.

## Where do you currently ship?

At this time we are only shipping to the continental United States.

## When will my furniture arrive after I place my order?

Your custom furniture piece will be ready to deliver within 12 to 14 weeks. Once it is shipped, it should take 2 to 4 weeks to arrive depending on your location.

\*Disclaimer: Due to material shortages in the global supply chain, lead times may vary for your furniture at this time\*

## If my plans change, would I be able to delay my order?

In the case that you should need to delay your order, please contact us at [info@riverandbord.com](mailto:info@riverandbord.com) so that we can work with you on adjusting your order time.

## Will all my pieces that I order be delivered at the same time?

All of the pieces you ordered will be delivered at the same time.

## Will I need to assemble my furniture once it arrives?

Your furniture will be assembled when it ships from the factory, so no assembly will be needed. The White Glove delivery service will assist with moving your new piece into your home.

## Is there anything I should do to prepare prior to delivery?

Prior to delivery, please make sure you measure your space and moving path properly. It is your responsibility to make sure there is room to move your new piece into your home, and that any obstacles or existing furniture has been moved. Please reference our detailed measuring guide located on the resources page to better assist you in preparing for furniture delivery.

## Is there anything I should know about White Glove Delivery service?

Please take note that, for safety reasons, we are unable to transport items beyond 4 flights of stairs. In cases where your request involves more than 2 flights of stairs, we kindly request customers to provide us with a minimum of 48 hours advance notice. If the item does not fit in the building's elevator and requires transportation beyond 4 flights of stairs, customers are obligated to arrange for an additional moving team at their own expense. We appreciate your understanding and cooperation.

## Can the delivery team help me move my existing furniture?

Our delivery partners are not responsible for moving your existing furniture and it is your responsibility to make sure this is done prior to the delivery of your new piece.

## If I miss my delivery appointment, what happens?

In the case that you miss your delivery appointment, our White Glove Delivery partner will charge you a rescheduling fee and contact you to reschedule your delivery.

## If my furniture arrives damaged, what should I do?

When shipping your furniture, we try to take as many precautions and as possible, but sometimes damage can occur. As soon as your furniture arrives and is delivered, please inspect your piece for any damage that could have occurred during the shipping and handling process. If you notice any damage, please email us immediately at [info@riverandbord.com](mailto:info@riverandbord.com) with photos of where the product is damaged and we will work with you on a solution.