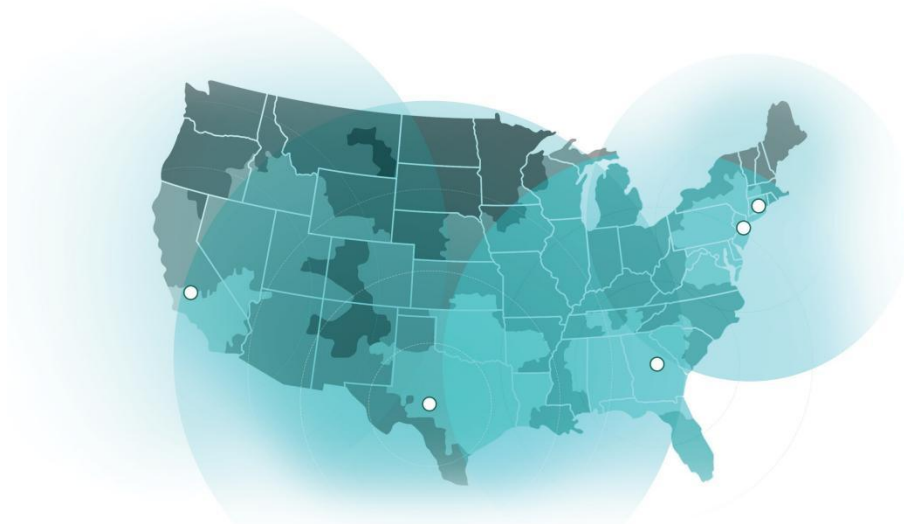


Free Shipping *(Lower 48 US States Only)*

We work with multiple third-party delivery partners such as FedEx, UPS, and Freight Carriers to ensure your order reaches you safely and on time. All products are fully packaged to ensure safe transportation, with the goal of delivering your purchases to you as quickly and efficiently as possible.

We have two default delivery services, limited to the lower 48 US states only. It cannot be delivered to rural routes, Hawaii, Alaska, APO/FPO addresses, or P.O. boxes. Customers in such areas will be charged additional shipping fees. Please consult customer service for shipping quotes.

Please keep in mind, shipping and transit time are estimates and not guaranteed - delays may occur due to things like inclement weather, shipping issues, customs delays, inventory shortages, or other situations beyond our control. However, we will always do our best to get your order to you as soon as possible.



We use third party mail couriers as the delivery method for all our orders. Currently, we are not able to offer expedited shipping or 2-day shipping on any of our products.

Default Delivery Services

1. UPS/FedEx

General item(s) is delivered Monday to Friday. Transit time for free standard shipping varies from **2-7 business days** and not guaranteed. Deliveries are not typically made

at weekends or on holidays. The carrier will drop off the item(s) in front of the first ground-level entryway outside your home (front door, porch, or garage).

2.LTL Freight Delivery Curbside Drop-Off

Large item(s) is shipped out Monday to Friday. Transit time for free standard shipping varies from **7-18 business days** and not guaranteed. Deliveries are not typically made at weekends or on holidays. The carrier will unload the item(s) to the ground for you at the loading area or in front of the building/house at the curb. This service does not include unpacking, assembly, or garbage removal. Due to the large volume and weight of the product, you may need some assistance from a family member or friend for the removal of the item(s) from the curbside to your house.

a.Delivery Contact

Our LTL freight delivery partner **will contact you to arrange a delivery day and time window**, which may be different depending on the freight carrier's schedule. Any information you provide over the phone will be relayed to the driver to facilitate a smoother delivery process.

b.Exceptions Situations

In the event of an **atypical delivery** due to the unforeseen situations (**some examples below**), please inform the carrier and consult our customer service(**additional fees may apply**) in advance:

- Apartments building or apartments with a front desk.
- Extremely narrow driveways.
- Blind alleys.
- Ferries to islands etc.
- Drivers needing to park in specific locations.
- Deliveries to side doors or garage entrances.

c.Storage Fees

Orders will be returned to the distribution center if you cannot reach out to complete delivery after the carrier's first attempt to arrange delivery(daily storage fees may apply). If you miss the carrier's phone call, please contact the freight company asap. The freight company may store your item and charge you for storage fees. Please note that storage fees will increase over time. Please ensure that you do not miss your delivery appointment; you may be responsible for additional fees such as re-delivery fees, storage fees, return shipping costs, and restocking fee.

Paid upgrade services - White Glove or other upgrade services

Upgraded delivery services requires payment fees. If you wish to upgrade your delivery service, please be sure to contact us to confirm before placing your order. Otherwise, the cost of upgrading the delivery service during transit will be significantly higher, and the delivery time may not be guaranteed. For information regarding fees, please consult our customer service.

Product Delivery FAQ

1.Shipping and Delivery Times

We will process your order as quickly as possible within 1-2 business days and ship it from our fulfillment centers that are closest to your shipping address. However, same-day shipped out cannot be guaranteed. Please keep in mind, shipping and transit time are estimates and not guaranteed - delays may occur due to things like inclement weather, shipping issues, customs delays, inventory shortages, or other situations beyond our control. However, we will always do our best to get your order to you as soon as possible. Currently, we are not able to offer expedited shipping or 2-day shipping on any of our products. Alternatively, you can contact our customer service to pick up your order by yourself.

2.Delaying/Hold shipment service

If you wish to receive your order on a date beyond the estimated delivery time, you can add a note during checkout specifying your desired delivery date or contact our customer service. We are able to hold item(s) for your order for up to 30 days.

3.Split Deliveries

For the same product within the same order being packed in multiple packages, or different products within the same order varying inventory statuses, split deliveries may occur. Typically, there should be no issues with missing or lost packages.

4.Not Yet Received

Please contact our customer service for assistance if your order is marked as delivered but you have not received any packages. We will verify the shipment report with the carrier and once the loss is confirmed, we will send you a replacement order. However, we are not able to offer returns on these orders due to potential fraud.

5. Packages Undeliverable and Refused Package

If the delivery attempt is unsuccessful for reasons such as refusal, invalid address, or lack of signature, resulting in reshipment or cancellation, additional storage fees, re-delivery fee, restocking fee, and shipping fee may be incurred. These charges will be taken from the subtotal of your order.

Signing of Proof of Delivery Receipt (POD) for Large Item(s)

LTL Delivery Curbside Drop-Off needs you to sign the POD. A POD is not simply a receipt of delivery, but an acknowledgment that the goods arrived intact. All too often, PODs are signed without inspecting your delivery. We advise confirming that the shipment was intended for you, that the entire order has been delivered, and that it was delivered undamaged.

Anything not indicated on this form before signature will result in Eureka Ergonomic being unable to authorize any damage claims after your driver has left. Please follow this checklist we have created for you to follow before the Point of Delivery (POD) is signed:

Checklist:

- Please check all cartons for visible damage.
- Please confirm you have received the correct items as per the POD and the delivery order.
- If you have White Glove delivery: Please wait until all items have been assembled and there is no visible damage to the items. Then sign off on POD.
- If there is significant damage to a carton, immediately notify the delivery driver.
- If there is damage: Please take photos of the damage and cartons.
- Please indicate any property damage caused by delivery on the POD. We will need to photographs and video footage of the damage occurring to document the damage.

After you've gone through your entire shipment and documented any issues, you may obtain the driver's signature or initials next to your notes about the damaged items on the POD.

*Please do not dispose of any damaged cartons until the issue is resolved.

Order Status and Order-tracking

Once your order has been processed, we will email you order status updates and your tracking number. You can access detailed information anytime by visiting "My Account" online.

Measuring your space

Product and box dimensions are listed on each product page. We recommend measuring your space ahead of time to see if a product is the right fit and can be easily moved into the intended room. Generally speaking, the door width should be greater than the box's width. Some other factors to keep in mind are:

- Obstructions behind the door
- Tight corners
- Hallways or internal doors
- Stairways (dimensions)
- Elevator measurement

