

Congratulations on your purchase from Cozy Glow Stoves! To ensure a smooth delivery process and setup of your new stove, please follow this checklist after your delivery has been scheduled.

Before Delivery

- ✓ **Confirm Order and Delivery Details:** Check your email for an order confirmation and delivery details.
- ✓ **Verify Contact Information:** Confirm your contact details are accurate to facilitate the delivery scheduling call from the freight company.
- ✓ **Prepare for Delivery:** Clear the delivery path and prepare the area where the stove will be installed. Remember, delivery will be curbside, and moving the product indoors is your responsibility.

Upon Delivery Scheduling

- ✓ **Telephone Call from Freight Company:** Expect a call to schedule your delivery window. Confirm your availability to ensure a smooth delivery process.

Day of Delivery

- ✓ **Be Present for Curbside Drop-off:** Ensure someone is available during the scheduled window to accept the curbside delivery.
- ✓ **Inspect the Delivery:** Before the freight company leaves, inspect the product for damages or shortages. Sign with "Upon Final Inspection" to safeguard your rights.
- ✓ **Report Any Issues Immediately:** If you notice visible damages or shortages, refuse the shipment and make notes on the delivery receipt. Contact Cozy Glow Stoves within 24 hours for visible and concealed damages.
- ✓ **Document Everything:** Take photos of the product upon delivery as a record and possible evidence for any future claims.

After Delivery

- ✓ **Move Product to Installation Location:** Arrange for help if necessary to move your stove from the curb to your installation area.
- ✓ **Final Inspection:** Open and inspect your product within 24 hours. Report any concealed damages to Cozy Glow Stoves immediately.
- ✓ **Reach Out for Support:** For any issues or questions, contact us at support@cozyglowstoves.com or call 1-888-323-2699.

Important Notes

- Remember, the delivery will be a curbside drop-off. Preparing to move the stove to its installation location is your responsibility.
- Your satisfaction is crucial to us. For additional assistance, please visit our website or contact our customer service team.

Thank You for Choosing Cozy Glow Stoves!