



Your order is on its way! Here's how to prepare for delivery:

1. Arrange for your order to be moved inside your home

When your order arrives, it will likely be delivered curbside. We highly recommend having a few people onsite at the time of delivery to assist in carrying your order inside your space. Each box can weigh 30 or more pounds and the whole order may take an hour to unload.

If you're concerned with the effort involved in moving your order, consider using a service like [TaskRabbit](#) to hire a local individual to help. These services typically cost \$50 - \$70 an hour and take the hassle and uncertainty out of the moving process.

2. Confirm your order details and check for damage on arrival

Before signing for your order, please do the following:

- 1. Confirm the order received matches order details on the proof-of-delivery receipt** – Count the number of pallets and the number of boxes on each pallet and confirm the numbers received match what's stated on the proof-of-delivery receipt
- 2. Assess the packaging for damage** – Make sure all packaging is intact. If any packaging appears damaged, please take photos and note the damage on the proof-of-delivery receipt

3. Document any order discrepancies or damage for our team


If the order details are confirmed and no damage is observed, you're all done!


If what was delivered doesn't match your order or there is damage, please take photos of any damage you observe and note any discrepancies in an email to help@homecarpet1.com along with your order number. Our team will reach out promptly to work with you on next steps!

Please note that any damages must be reported within 5 days of delivery to receive any credit.

Reach out or explore our online resources for help at any point

Call or text us

 773-935-9314

 224-269-7664

Email us

help@homecarpet1.com

Review our FAQ

<https://homecarpetone.com/pages/faq>