

Shipping & Delivery Information

SHIPPING FEES

Our goal is to provide a seamless and hassle-free shopping experience. Our on-line store provides informative and convenient access to our most popular products. When it comes to furniture and artisanal accessories, there is no replacement for experiencing the product for yourself at our retail store in Rochester, NY.

Shipping Fees are based on size and distance from our retail location.

Accessories and Small Furniture Items (Small Parcels)

SIZE: L x W x H	DISTANCE	PRICE
Letter - padded mailer	Continental U.S.	\$6.00
Small Box - up to 20"x20"x 20"	Continental U.S.	\$25.00
Med. Box - up to 32"x32"x32"	Continental U.S.	\$35.00
Large Box - up to 48"x48"x32"	Continental U.S.	\$55.00
X-Lg. Box - up to 48"x48"x48"	Continental U.S.	\$70.00

Furniture Shipping*

QUANTITY	DISTANCE (from store)		PRICE	
1-2 pieces	50 Miles	51-100 Miles \$199.00	\$99.00	
3-6 pieces	50 Miles	51-100 Miles	\$139.00	\$239.00
7 or more pieces	50 Miles	51-100 Miles	\$179.00	\$279.00

* All pricing is for our Standard 'White Glove' Delivery Service, Monday - Friday 8am - 4pm. For Saturday delivery there is a 15% surcharge and hours are between 8am - 2pm. See the Scheduling the Delivery Section for details.

* Standard White Glove Delivery Service includes a maximum of one flight of stairs to bring the item into the room of your choice. There is a 15% surcharge for an additional flight stairs. Please email [customer service](#) or call 585-232-6030 x 4 to make these arrangements. Please see the Furniture Delivery Section for details

* The quantity of one sectional, or similar item, is determined by the number of pieces it is comprised of. For example, a large entertainment unit might be comprised of 3 pieces and would be charged for such.

*Only Small Parcels can be expedited. See the Accessories and Small Furniture section for details.

*For shipping beyond the 100 mile radius please email [customer service](#) or call 585-232-6030 x 4 to make these arrangements

DELIVERY

Accessories and Small Furniture Items (Small Parcels)

These items will be delivered by UPS or USPS, standard ground delivery and will require a signature upon receipt of the item. If you require expedited delivery service, or have a situation outside of our standard delivery, please email [customer service](#) or call 585-232-6030 x 4

The majority of Small Parcels will be sent directly by Axom. We will not knowingly ship any item that is damaged. If any product arrives defective or damaged, we require that we be notified within 48 hours of delivery. Please contact [customer service](#). Please do not destroy or throw-away the original packaging materials until instructed by us or by the shipping company to do so. For additional information please review our [Terms & Conditions page](#)

Scheduling the Delivery:

Once the furniture arrives at our warehouse and has been inspected, we will contact you to schedule the delivery. Hours for delivery are Monday - Friday 8am - 4pm and Saturday 8am - 2pm. At this time, please notify us of any special requirements which includes (but not limited to) narrow roads and driveways, restricted delivery times, proof of insurance for certain buildings, multiple flights of stairs and service elevator reservations.

When the delivery is scheduled for a particular day, you will be given a 'window' of 2-3 hours. Our drivers will call you approximately 30 minutes before they arrive. An authorized adult must be home during your scheduled delivery to accept, inspect and sign the delivery receipt.

Preparing for Furniture Delivery:

It is your responsibility to ensure that all furniture items will fit through any access points such as doorways, stairways, hallways, elevators and around corners. Please use our [Measuring for Furniture Delivery](#) worksheet to ensure that your items will fit. Our delivery professionals will not move existing furniture, move or set up electrical equipment or light fixtures. To ensure a successful delivery, please clear the pathway and the space where the new furniture will be prior to delivery.

Furniture Delivery

All furniture is delivered as 'White Glove'. This means that the furniture is brought into the room of your choice with a maximum of one flight of stairs (up or down). The furniture is unpacked, put in place and all the packing materials are removed. Please note, that certain light fixtures and some decorative items that are shipped with the furniture order should not be unpacked until they are ready to be installed. We ask that you closely inspect all furniture before the moving professionals leave.

In the event of any imperfections, it must be noted at time of delivery. We will either replace the item or schedule a furniture technician to repair the issue at no charge to you.

OTHER INFORMATION

Pricing & Information Disclaimer. Our goal is to provide accuracy in all pricing, delivery rates and other information. All prices are subject to any applicable taxes according to state and local laws. Availability, prices and delivery rates are subject to change. There may be errors in prices, descriptions or images and we reserve the right to restrict orders of those items and correct an errors or omissions.