

Thank you for purchasing Thomasville Cabinetry. Please read the following guidelines to ensure complete satisfaction with the delivery of your new cabinets.

## YOUR ORDER INFORMATION:

### REMOVING YOUR OLD CABINETS:

A question that is frequently asked is, “When should we remove our old cabinets?” We advise that you wait until you receive and inspect your new Thomasville cabinet order. We recommend that you complete this inspection within 10 days of receiving your order, even if you are not quite ready for your installation. If your order is complete and free of damages, then it is safe to remove your existing cabinets.



## HOME DELIVERY GUIDELINES AND EXPECTATIONS

- Home deliveries will be completed to the consumer between the hours of 8:00 a.m. and 4:30 p.m. (local time zone), Monday through Friday.
- The home delivery agent will contact the consumer, within two business days of receiving the order, to schedule a delivery date and four (4) hour window for the delivery appointment.
- The consumer must be able to schedule a delivery appointment upon initial contact by the delivery agent. Storage charges will be applied to orders that are unable to be delivered within fourteen (14) calendar days from receipt of the order by the delivery agent.
- An adult (age 18 years or older) must be present at the time of delivery. It will be considered a no-show or refusal if the consumer is not present at the time of the scheduled delivery. The delivery personnel will wait 15 minutes prior to departing. Re-delivery charges may apply.
- Delivery service will be provided to the consumer's garage, first floor with paved street access, or accessible new construction area.
- Delivery service is to be provided by the delivery personnel without any assistance from the consumer and without damage to the product.
- Multiple mouldings, trim or toekicks may be packaged within long tray cartons. Labels on the exterior of the carton will represent the total piece count.  
*Note: Glass will be shipped directly to the order destination from the glass manufacturing facility within standard lead time.*
- Indicate any visible damage to packaging or missing cartons on the delivery receipt (bill of lading) given to you by the carrier. After completing the delivery receipt, sign and return the document (see next two points below) to the delivery personnel. They will sign the receipt and provide you with a copy.
- Be sure to count the number of cabinets & pieces to ensure that your order is complete while the driver is present. Please clearly mark the document as “Short” (if there are missing pieces) with the number of pieces prior to signing.
- At the time of delivery, please complete a visual inspection of all boxes for any clear and visible damage. Please clearly mark the document as “Damaged” (if there are visibly damaged pieces) with the number of pieces prior to signing.
- We recommend that you open all cabinet boxes & moulding trays to inspect your shipment within 10 days of delivery. Please call The Home Depot to report any damages or shortage that may not have been visible at the time of delivery.