



# Virginia's Hometown Furniture Store

For 120 years, Haynes has been your hometown furniture store. We pride ourselves on bringing Virginia the largest selection of high-quality classic and trend-right home furnishings at incredible value everyday.

Our goal is to ensure you leave our store happy and ready to enjoy your new furniture. We strive to do it right the first time, so please keep the following terms in mind as you finalize your Haynes furniture purchase.

*Thank you for your business. We're honored to help make your house a home.*

## RETURNS & EXCHANGES:

All sales are final.  
**NO RETURNS.**  
**NO EXCHANGES.**

You must inspect & report damage before pick up, or before the delivery driver leaves your home by contacting a Haynes customer service rep at 1-800-768-0348. If an item is damaged or defective, we'll exchange it or professionally restore it based on our experience.

Every piece is unique, and natural materials vary from piece to piece. Items will not be exchanged for slight variations and natural imperfections in wood grain, leather and fabric dye lots or any other general aesthetic reasons.

It's your responsibility to ensure that all items fit through doors and stairways and will fit in your room. Refused deliveries will be subject to a restocking fee of 15% of purchase price. No refunds are allowed for no-fits.

## OPTIONAL FIVE YEAR PROTECTION PLAN:

To further protect your furniture investment, a Five Year Protection Plan is available for purchase on most merchandise, excluding mattresses.

\_\_\_\_\_ (customer initials)  
**I AGREE TO PURCHASE** the plan. The Protection Plan has been offered and explained to me, and I have been provided the full details, terms & conditions.

To file a Plan claim: for defects within the first year, call Haynes Service at 1-800-768-0348.

for accidental damage within the first year, or anything after year 1, call GBS Enterprises at 1-888-585-4988.

\_\_\_\_\_ (customer initials)  
**I DECLINE TO PURCHASE** the plan. The Protection Plan has been offered and explained to me. I understand no returns or exchanges are allowed.

## DELIVERY:

To keep costs low, we offer delivery through third-party delivery companies. Email and text confirmation of delivery date/time are sent by the delivery company.

Orders cancelled within 48 hours of scheduled delivery, attempted not-at-home deliveries, and on-the-road cancellations are subject to a 15% restocking fee.

## CUSTOMER PICKUP:

\_\_\_\_\_ (customer initials)  
**I CHOOSE TO PICK UP** and transport my product. I am completely responsible for safely loading, securing, and transporting my items, and Haynes Furniture assumes no liability for transport.

Orders not picked up within 5 days of scheduled pickup, or which are cancelled within 48 hours of scheduled pickup, shall be subject to a restocking fee of 15% of purchase price.

## SPECIAL ORDERS:

Special orders may take 3-4 months or longer from start to finish. All special orders require a non-refundable deposit— Furniture is 33%, Mattresses are 50%, and Flooring is 25%.

## MATTRESSES:

All mattress sales are final. Haynes will assist in submitting claims for any mattress sold with a manufacturer's warranty.

We strongly recommend the use of a mattress pad to protect your bedding. Rips, tears or stains, or the removal of the law tag voids all manufacturer warranties.

## RUGS:

Rugs may be exchanged or returned, within 5 days, with a \$50 restocking fee, which can be applied to the purchase of another rug of equal or greater value.

\_\_\_\_\_ (customer signature) \_\_\_\_\_ (name print) \_\_\_\_\_ (date)

**For more details, visit the FAQ section at [HaynesFurniture.com](http://HaynesFurniture.com)**