

# Shipping & Returns

## **CURBSIDE DELIVERY**

Curbside delivery is available throughout the continental United States if your order isn't eligible for White Glove delivery.

Most products will be shipped for our standard Ground or LTL delivery services. Products will be delivered to your entryway, driveway or curb. You will need to be present at the time of delivery. To position and assemble standard-delivery furniture, many of our customers hire local movers or handymen. Nationwide companies that specialize in small loads.

## **LOCAL WHITE GLOVE DELIVERY**

We offer premium White Glove delivery for free, based on your zip code. Use the calculator in the "ORDER SUMMARY" section above to find out if your address is eligible.

White Glove delivery includes product assembly and placement in your home or yard. Afterward, all packing materials (wooden pallets, boxes and bags) will be removed.

Eligible Southern California Counties are: Los Angeles, Orange, Riverside, and San Diego. No Exceptions!

## **BACK ORDERS**

Occasionally, some of our products are out of stock. If your order includes both in-stock and back-ordered products, the in-stock products will be reserved for you. The entire order will ship when the back-ordered products become available. If you have timing concerns or delivery deadlines, call 657-252-8100 to speak to one of our Customer Care specialists about possible solutions.

## **OTHER ISSUES**

Weather conditions, customs delays and holidays can all affect the timing

of your delivery. However, these factors should not significantly prolong delivery.

## **SPECIAL DELIVERY AREAS**

We deliver to most addresses in the 49 contiguous United States.

### **ALASKA DELIVERY**

N/A

### **HAWAII DELIVERY**

N/A

### **P.O. BOX DELIVERY**

Due to the size of most of our products, we cannot deliver to P.O. boxes.

## **30-DAY RETURN POLICY**

We want you to be happy with everything you purchase from us, from sofas and sectionals to pillows and furniture covers. If you have any doubts or want to double-check dimensions before you order, call 657-252-8100 to speak to one of our Customer Care specialists.

If you're not completely satisfied with your 3B Furniture purchase, return it to us within 30 days of delivery for a full refund (we do not charge restocking fees). Refunds will be issued in the same form of payment as originally used.

In order for us to accept your return, it must be in "like-new" condition. We cannot accept returns on special-order products or Curbside Delivery products you assemble before reporting any issues.

## **WHITE-GLOVE RETURNS**

If your order arrived via our White-Glove Delivery, call 657-252-8100 or email us at [info@outdoor3b.com](mailto:info@outdoor3b.com) to request a return authorization number. Our delivery specialists will contact you to arrange a time to pick up the return.

## **CURBSIDE DELIVERY RETURNS**

If your order arrived via our Curbside Delivery, call us at 657-252-8100. One of our Customer Care specialists will explain all the available options and work with you to figure out a solution.

## **DAMAGE**

In the unlikely event that your product arrives damaged, we will gladly replace it. Please be sure to completely inspect your order upon delivery and notify us of any issues immediately. Just give us a call at 657-252-8100.

## **QUESTIONS?**

Our Customer Care specialists are here for you. Please call 657-252-8100 or send an email to [info@outdoor3b.com](mailto:info@outdoor3b.com) with any questions.