

Cabinet Delivery Guidelines

Please read the following guidelines carefully before placing your cabinet order. All cabinet orders will be delivered as Inside Delivery or Customer Pickup. Please make sure a 70-foot semi trailer can access your store during normal business hours. Additional delivery restrictions must be noted on the order form. No residential deliveries.

Inside Delivery Service

All cabinets ship assembled on pallets that are **96"L x 48"W x 48"H** (pallets will not fit through standard 3' doorways; **White Glove Delivery Service may be necessary if crates need to be removed from pallets by delivery team**).

Please clear a minimum of a 12ft x 12ft floor space to receive shipment.

Inside Delivery Service includes:

- 24 hour pre-call prior to delivery
- Delivery team with lift gate, pallet jack and dollies.
- Unloading pallets from truck and into store or warehouse (**only if pallet fits through the door - see dimensions above**).
- Drivers are not responsible for any set-up.

Retailer is responsible for:

- All electrical set-up (i.e. power surge protectors, timers, switches) must be installed prior to delivery.
Note: Light cords are 9 feet long.
- Having the designated area cleared and ready for delivery
- Removal of cartons from large pallet.
- Removal of exterior packing material and pallet from store.
- Unpacking cabinet parts and discarding packing material.
- Installing bunker and placing shelves.

White Glove Delivery Service

All cabinets ship assembled on pallets that are **96"L x 48"W x 48"H**.

Please clear a minimum of a 12ft x 12ft floor space to receive shipment.

White Glove Delivery Service includes:

- 24 hour pre-call prior to delivery
- Delivery team with lift gate, pallet jack and dollies.
- Unloading pallets from truck and into the store.
- Removal of cartons/fixtures from large pallets and placing them in designated area.
- Installing bunkers, attaching glass to shelf frames, placing shelves and leveling cabinets.
- Removal of exterior packing material and pallet from store.

Additional services offered at additional cost (must specify desired services with customer service):

- Delivery before or after normal store hours or on weekends (before 10am or after 5pm on weekdays)

Retailer is responsible for:

- All electrical set-up (i.e. power surge protectors, timers, switches) must be installed prior to delivery.
Note: Light cords are 9 feet long.
- Having the designated area cleared and ready for delivery.



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Inspection Process

Upon receipt, retailer is responsible for reviewing the packing list to make sure that the order is correct and complete.

Retailer is responsible for:

- Inspection of the cabinet components while the driver is present (see parts list below).
- Opening all boxes and unwrapping all packages.
- Noting any damage or shortages on the packing list.
- Contact Melinda in Customer Service immediately to report damages at (260) 207-5946 while driver is present.

3-Cabinet Configuration includes	4-Cabinet Configuration includes	5-Cabinet Configuration includes
16 x White Shelf Pegs	32 x White Shelf Pegs	48 x White Shelf Pegs
4 x 4' Glass Shelves	8 x 4' Glass Shelves	12 x 4' Glass Shelves
4 x White Shelf Fronts	8 x White Shelf Fronts	12 x White Shelf Fronts
40 x Black Shelf Pegs	40 x Black Shelf Pegs	40 x Black Shelf Pegs
10 x 3' Glass Shelves	10 x 3' Glass Shelves	10 x 3' Glass Shelves
10 x Brown Shelf Fronts	10 x Brown Shelf Fronts	10 x Brown Shelf Fronts
1 x Cabinet Touch-Up Kit	1 x Cabinet Touch-Up Kit	1 x Cabinet Touch-Up Kit
1 x Assembly Instructions	1 x Assembly Instructions	1 x Assembly Instructions
1 x White Poplar Bunker (optional)	2 x White Poplar Bunker (optional)	3 x White Poplar Bunker (optional)

Damages

Damages and shortages must be noted at the time of delivery or they will be the responsibility of the store.

If any items are damaged beyond the retailer's repair (minor nicks and scratches can be fixed with included touch-up paint) please follow these guidelines:

- Item(s) should be refused if there is major damage.
- Notify the driver who will immediately start the process to correct the issue.
- Vera Bradley Customer Service should be notified while the driver is present in the store, a credit for damage will be implemented and a re-issue of the order will be made.
- We will try to correct the situation in a most timely manner, but please plan for the regular scheduled shipping time to receive the new item.

For immediate assistance please contact Melinda in Vera Bradley Customer Service at (260) 207-5946, or toll-free at (800) 823-8372.

Delivery Timeframes

Please allow for 4-6 weeks to receive your cabinets from the time your order has been processed. A customer service representative will email an Order Confirmation with a Freight Quote after the order has been processed.

The following may require longer delivery times:

- Incomplete order forms: It is very important that you fill out ALL information on the order form before submitting, including retail location's phone number, after-hours phone number and point of contact.
- Special delivery requirements: At the time the order is placed, note any special instructions. For example: "No Monday deliveries" or "Do not deliver before a specific date". We will try to honor these requests, but please try to be as flexible as possible and keep in mind we are unable to accommodate specific delivery dates.
- Remote location and west coast deliveries.



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What to Plan For

Vera Bradley Customer Service will contact the retailer to schedule delivery once it has been determined that a truck is available.

You will receive a call from the delivery service provider approximately 24 hours in advance to set an agreed upon delivery date. Please be as flexible as possible (retailers may request 1 or 2 additional days if needed). Delivery dates cannot be provided or guaranteed before this call. There will be an additional charge if there is no one to receive the delivery at the agreed upon time.

Please make sure the designated area for the cabinets is cleared and ready for cabinet delivery and assembly. You will need a minimum of a 12ft x 12ft floor space to receive and assemble, as well as a space cleared where cabinets will be placed. Assembly requires 2 people, a power drill, a Phillips head screw driver bit, an allen wrench (included), and a rubber mallet. We recommend connecting the cabinet lights to a power strip and timer. **Please note: cabinets should be placed in final location before setting shelves to avoid heavy lifting.**

Make sure all employees are aware that the new cabinets are arriving and that they are familiar with the Inspection Process.

Customer Pickup

No charge for vendor to load pallets onto truck. If retailer does not want the pallet, the vendor will load individual pieces onto truck with a \$50 per cabinet charge. Please allow 4-6 weeks before contacting Wood Technologies to schedule a pick up time.

Pick-up address:

Wood Technologies
13804 Antwerp Rd.
Grabill, IN 46741
1 (260) 627-8858 (ask for Amos)

Retailer is responsible for:

- Inspecting the cabinets at the warehouse for any damages.
- Any moving materials needed, including 18-foot covered truck, lift gate, pallet jack, dollies, moving blankets, and packing materials.
- Persons to load and unload the cabinets. Please note that the cabinets are heavy! We recommend at least a 2-person team.
- Once cabinets are removed from the warehouse, they are your liability and Vera Bradley Designs, Inc. and Wood Technologies cannot be held responsible for any damages.



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