

# DELIVERIES AND INSTALLATIONS

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## Understanding Our Delivery and Installation Policies

**Base pricing** for deliveries is based upon it being within the DFW metroplex, to a single-story office building or a building with a freight elevator, and delivery is scheduled during normal business hours. *Pricing in the quote you signed includes the delivery and installation is based upon these parameters.*

**Additional fees** may be added if the delivery and installation require stair carries, your delivery/install work begins before 8:00 am or after 4:00 pm. If delivery of the product to its final location is a long carry (unattached garage or street access only, or access that exceeds 50 ft) if there is a requirement to put down Masonite (or other types of floor coverings) during the installation. Additional fees may apply for a postponed or rescheduled delivery and/or installation.

**Additional fees for unusual items** such as insulated files, safes, or oversized furniture. This requires hiring extra help or pulling internal staff to accomplish the delivery with Monarch's preferred level of experience working in a commercial environment and with commercial furniture.

## Plan for the Delivery/Installation

- Tell us early on if there may be issues related to the delivery and installation that may be outside of the base pricing information as stated above.
- Let us know well in advance if a COI (Certificate of Insurance) will be required.
- Will there be security requirements and badges required for Monarch staff
- We schedule our trucks and workers based on a very organized schedule, it is advisable to have the room clear of boxes, products, or equipment in the area where the installation will happen.

## Keep Cost in Budget

Dependent upon what your company has ordered, it may require an electrician or your IT department to do work in advance of delivery and installation. If that work is not done to specification and in place when we arrive for the installation, we may have to reschedule the installation. The initial charge for delivery and installation will stand, and you may be charged for additional delivery and install dates.

If the client chooses to take partial delivery of their order, before the complete order arrives at the Monarch Warehouse, a delivery and install fee can be charged for each visit.

## On-site Expectations

Our Monarch employees are there to deliver and install our products only, please do not ask nor expect employees to move boxes, rearrange furniture, or haul away old furniture that may have been at your location before the installation. Due to the characteristics of wood, fabrics, and other materials, there will be variations in colors and grains. Sometimes a sample may appear slightly different than your actual production.

*Tailored Office Solutions for any Budget*

