



DELIVERY POLICY

NAM offers delivery of large items within its service area* for a nominal fee of \$40 per trip. NAM will deliver to zip codes outside of our service area for an additional \$25 surcharge, given the destination is within a reasonable distance, to be determined at the Store Manager's discretion.

*Zip Codes Served: 77014, 77032, 77038, 77040, 77060, 77064, 77065, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77088, 77090, 77095, 77354, 77355, 77373, 77375, 77377, 77379, 77380, 77381, 77382, 77384, 77385, 77386, 77388, 77389, 77396, 77429 and 77433.

Deliveries may be scheduled Monday through Saturday between 9 a.m. and 4 p.m.

Please note:

- All purchases must be paid in full prior to scheduling a delivery.
- Customers must accept delivery of merchandise within 2 days of purchase. If merchandise has not been picked up or scheduled for delivery within this time frame, NAM reserves the right to discard or return the merchandise to the sales floor, unless other arrangements have been made and approved by the Store Manager.
- NAM will send a reminder with a 1 hour time frame via phone, text or email the day prior to delivery.

Delivery Preparation/Guidelines:

- Someone 18 years of age or older must be available to accept delivery.
- Please remove obstacles that may hinder the delivery team. A clear path is needed for delivery.
- Please clear the room(s) in which delivery items will be placed. The delivery team cannot move existing furniture.
- Please secure pets during the delivery process.

Other Important Delivery Facts:

- Ground Floor Delivery Only Policy – NAM will deliver to the address; however, the customer must make arrangements to have items moved above the ground floor.
- Shoe Removal Policy – Due to store safety policies and OSHA guidelines, delivery associates are prohibited from removing their shoes at any time.
- Inclement Weather Policy – NAM reserves the right to delay deliveries due to hazardous road and/or weather conditions.