



Ashley HomeStore  
 3932 E Franklin Blvd  
 Gastonia, NC 28056  
 704 824-7400

Customer Code 1042550417	Sales Order 1042550491
Estimated Delivery Date 08/26/22	Sale Date 07/31/22
Page 1/7	

### Sales Receipt

Bill To
DENISE SURBER 2655 TRYON COURTHOUSE RD BESSEMER CITY, NC 28016  704 999-9530 denisesurber@yahoo.com

Ship To
DENISE SURBER 2655 TRYON COURTHOUSE RD BESSEMER CITY, NC 28016  704 999-9530

D - Delivery	Printed: 07/31/22 02:28PM	Home Furnishings Consultant: EMANUAL GRAY
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Due to COVID-19 and the Delta Variant, worldwide manufacturing and supply chains have been significantly impacted. This impact is being felt in our industry and many other industries - as you have experienced recently. Unless your order is available for immediate delivery and scheduling today, please understand that **we are unable to provide even an estimate of when your product may arrive.** We must also be transparent that some products may take as long as 6 months, possibly longer (due to such factors as factory closures, parts availability, port delays, container shortages, raw material shortages). We trust that you recognize that the livelihood of our employees hinges on getting your product to you as soon as humanly possible and we are doing everything in our control to influence this outcome.

Ln#	Model/Description	Color	Qty	Price
1	D Model: D712-224 24" BARSTOOL / TWO-TONE 37.63H X 20.13W X 23.13D Estimated Delivery Date: 08/26/22	TWO-TONE	8	\$150.00
		Item Total:		\$1,200.00

*Share your experience on Google or Facebook!*



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Ln#	Model/Description	Color	Qty	Price
2	D Model: D712-32 RECT PUB EXT TABLE 35.25H X 60W X 60D Estimated Delivery Date: 08/26/22	TWO-TONE	1	\$589.99
		Item Total:		\$589.99



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Initial Sales Order:	\$2,709.91
Additional Discounts:	\$919.92
Ashley DASH:	\$75.00
Tax:	\$130.55
<b>Total Sales Order:</b>	<b>\$1,995.54</b>
Amount Paid:	\$-1,995.54
Total Due:	\$0.00

***Your Experience Matters***

*Please confirm your merchandise selections are correct. We want to provide a smooth shopping experience from beginning to end.*

*We appreciate your patience. Please stay safe! Thank you for choosing Ashley HomeStore. This is home.*

Current Payments

CUSTOMER DEBIT CARD      #####3622 172487      \$-1,995.54

This Ashley HomeStore location is owned and operated by Broad River Retail. [www.broadriverretail.com](http://www.broadriverretail.com)  
 Please contact our Customer Care Team at (803) 228-4848 or via email at [WeCare@ShopAshley.com](mailto:WeCare@ShopAshley.com).



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Customer Signature    x    *Denise Surber*



# Sales Order Terms and Conditions

Congratulations on your outstanding selection! To help us provide you with the great service you deserve, please review the following:

**Due to COVID-19 and the Delta Variant, worldwide manufacturing and supply chains have been significantly impacted. This impact is being felt in our industry and many other industries - as you have experienced recently. Unless your order is available for immediate delivery and scheduling today, please understand that we are unable to provide even an estimate of when your product may arrive. We must also be transparent that some products may take as long as 6 months, possibly longer (due to such factors as factory closures, parts availability, port delays, container shortages, raw material shortages). We trust that you recognize that the livelihood of our employees hinges on getting your product to you as soon as humanly possible and we are doing everything in our control to influence this outcome.**

We have sophisticated software that will review your order daily. Once your product is available for delivery, we will contact you immediately to schedule.

After completing your purchase, you will receive an invitation to receive text messages from Ashley HomeStore so we can provide you with updates on your order and schedule you as promptly as possible. It is critical to accept this invitation as it is the only platform that allows us to update you accurately and in a timely fashion. Please understand that we are unable to provide updates or estimates on your order other than what is communicated via this text platform.

## Order Changes, Cancellations, and Returns

Changes to your order, including cancellation, can be made within three (3) days of your purchase provided that fulfillment has not yet occurred. A 10% fee will occur for changes made more than three (3) days after your purchase. If a redelivery is needed, a \$79 fee will apply.

If a change is required after the delivery has been attempted (e.g. merchandise does not fit, incorrect color, size, configuration, quantity of merchandise, incorrect delivery address, etc.) a 10% restocking fee will apply.

Requests to change your delivery date can be made up to two (2) days prior to your scheduled delivery. Otherwise, a \$79 rescheduling fee will apply.

Exceptions to returns:

- Delivery fees are not refundable.
- Mattresses, foundations, adjustable bases, Bunkie boards, metal rails, pillows, bed linens, mattress protectors, rugs, accessories, showroom merchandise, and clearance items are not returnable and do not qualify for a refund.
- A \$99.99 fee will apply for all 90 Night Comfort Guarantee claims.

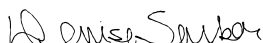
All order change, cancellation, and return requests can be reported to Customer Care at (803) 228-4848.

## Premium Home Delivery (Ashley DASH) and Warehouse Pick-Up

Please inspect the condition of your merchandise upon delivery/pick-up. Claims or conditions with merchandise must be reported to Customer Care at (803) 228-4848 at the time of delivery or within one (1) day of pick-up.

There are no returns/refunds allowed. Once the delivery/pick-up is accepted, (unless an additional protection plan is purchased) a manufacturer's warranty applies.

***I have read the terms and conditions outlined above. I accept and agree to all its terms and conditions.***

Customer Signature x 

Ashley DASH Home Delivery	<div data-bbox="198 218 537 298" data-label="Image"> </div> <p data-bbox="548 210 1490 325">Please schedule your delivery date accordingly to avoid possible order change fees outlined in Terms and Conditions. Let us know if there are building or community restrictions for your delivery address (e.g. gated community, elevator, military base)! Because the Estimated Delivery Date(s) noted on your receipt is assigned based on product and manufacturing information available to us at the time of your purchase, it is subject to change based on availability from the manufacturer. Please note that your order may require multiple deliveries. We are unable to accommodate requests for delivery during a specific time of day.</p> <p data-bbox="198 333 326 354"><b>What to Expect:</b></p> <p data-bbox="198 354 1490 422">Two (2) days prior to your scheduled delivery, you will be notified of your estimated delivery time (a three-hour time window) and asked to confirm your delivery date. Purchases made for next day or same day delivery will not receive an estimated delivery time. Rather, you will need to be available for acceptance of the delivery at any point between 8:00 AM and 9:00 PM on the scheduled delivery day.</p> <p data-bbox="198 432 1490 478">Ashley DASH home delivery service typically includes assembly, set-up, and removal of packaging materials. Ashley DASH home delivery service excludes assembly and set-up of heaters, fire pits, fire bowls, umbrellas, and swings.</p> <p data-bbox="198 489 524 510">Upon arrival, our delivery professionals will:</p> <ul data-bbox="245 510 1490 667" style="list-style-type: none"> <li>• Review the order with you.</li> <li>• Walk the path of delivery.</li> <li>• Take necessary steps to protect personal property. For example, the delivery team may wear shoe covers, a door jamb protector may be applied, and a mat will be laid at the entry.</li> <li>• Assemble and set-up furniture in the room of choice.</li> <li>• Perform an inspection to ensure proper function and showroom quality.</li> <li>• Request a signature of receipt.</li> </ul> <p data-bbox="198 678 1263 699">Our delivery professionals reserve the right to refuse mattress haul away in the event of health or safety risk to our employees or other products.</p> <p data-bbox="198 709 302 730"><b>You Provide:</b></p> <p data-bbox="198 730 1490 821">Prior to our arrival, existing furniture must be moved/removed, and pathways must be clear to ensure unobstructed access for our delivery team. Ashley HomeStore is not responsible for moving existing furniture at the delivery address. A responsible adult (18 years or older) must be present to accept and sign for your delivery. Merchandise will not be left at a delivery address if unattended or if a signature cannot be obtained. If a responsible adult is not present to accept delivery during the scheduled date and time window, a rescheduling fee will apply.</p>									
Ashley Pick-Up	<table border="0" data-bbox="198 825 1490 892"> <tr> <td data-bbox="198 825 699 892">Fort Mill, SC Distribution Center 2901 Lakemont Boulevard, Fort Mill, SC 29708 Tuesday-Saturday 9AM-5:30PM</td> <td data-bbox="699 825 1166 892">Spartanburg, SC Distribution Center 2000 Nazareth Church Rd Spartanburg, SC 29301 Saturday 9AM-5:30PM</td> <td data-bbox="1166 825 1490 892">Four Oaks, NC Distribution Center 125 Brewer Road, Four Oaks, NC 27524 Tuesday-Saturday 9AM-5:30PM</td> </tr> </table> <p data-bbox="198 909 1490 955">Because the Estimated Pick-up Date(s) noted on your receipt is assigned based on product and manufacturing information available to us at the time of your purchase, it is subject to change based on availability from the manufacturer.</p> <p data-bbox="198 966 505 987"><b>What to Expect during your DC Pick-Up:</b></p> <p data-bbox="198 987 1490 1033">Merchandise is provided in the manufacturer's packaging, which includes instructions for assembly. Assembly is not included with Ashley HomeStore's merchandise pick-up service.</p> <p data-bbox="198 1043 1490 1110">Ashley HomeStore is pleased to assist you with loading your merchandise. However, it is your responsibility to ensure your merchandise is properly loaded and secured for transit. You are required to supply your own packing and protective materials such as tie-downs, blankets, or other coverings. These will not be provided for you. Ashley HomeStore is not responsible for any damages to merchandise once it is loaded for transit.</p> <p data-bbox="198 1121 350 1142"><b>Showroom Pick-Ups:</b></p> <p data-bbox="198 1142 1490 1220">For any merchandise purchased directly from a showroom floor, you are required to supply your own packing, protective materials, tie-downs, and labor. It is your responsibility to load and secure your merchandise and our showroom associates are unable to assist with this process. For the following list of showroom items, all sales are final once the product has been received: mattresses, foundations, adjustable bases, bunkie boards, metal rails, pillows, bed linens, mattress protectors, rugs, accessories, showroom merchandise, floor samples, and clearance items.</p>	Fort Mill, SC Distribution Center 2901 Lakemont Boulevard, Fort Mill, SC 29708 Tuesday-Saturday 9AM-5:30PM	Spartanburg, SC Distribution Center 2000 Nazareth Church Rd Spartanburg, SC 29301 Saturday 9AM-5:30PM	Four Oaks, NC Distribution Center 125 Brewer Road, Four Oaks, NC 27524 Tuesday-Saturday 9AM-5:30PM						
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Warranty	<p data-bbox="198 1228 1490 1295">All Ashley furniture has a limited manufacturer's warranty which is null and void if furniture is moved from original address on the account. In the unlikely event of a manufacturing defect, a furniture technician will evaluate and/or restore merchandise to showroom condition. Refer to the warranty information included with your merchandise or visit <a href="http://www.broadriverretail.com/warranty-information">www.broadriverretail.com/warranty-information</a> for more details. For questions or concerns, contact Customer Care.</p> <p data-bbox="198 1306 1490 1352">Limited manufacturers' warranties are also applicable for all mattresses, foundations, and adjustable bases. Refer to the warranty information included with your merchandise or visit the applicable manufacturer's website for more details.</p> <p data-bbox="198 1362 1490 1440">Manufacturers' limited warranties are non-transferable; they are valid only for the original purchaser. Showroom merchandise and clearance items are sold "as is" and are not covered by manufacturers' limited warranties. Limited warranties do not apply to rented, business, commercial, institutional, or other non-residential uses. Other warranty limitations may apply. Warranty claims must include the original receipt.</p>									
Sleep Guarantee	<p data-bbox="198 1455 1490 1640">This 90 Night Comfort Guarantee is designed to provide confidence and peace of mind with your sleep purchase. To participate in this program, the following conditions must be met. Only select mattresses are eligible for the Comfort Guarantee program (refer to your sales receipt for qualification) and only one exchange is allowed per guest. The power base, Foundation or Sleep Accessories are not included in the program and cannot be returned or exchanged. Floor samples &amp; clearance mattresses are not eligible for the Comfort Guarantee program. You are required to keep the mattress at least 30 nights. If you are not satisfied after sleeping on your mattress for 30 nights, but no more than 90 nights, you may select another mattress of equal or greater value. Any difference in price must be paid prior to the exchange. If a lower priced mattress is selected, the difference will be forfeited and cannot be applied to another purchase. A mattress protector must be purchased with each mattress to qualify. Contact Customer Care to process your Comfort Guarantee claim. A photo of the mattress will be required with the claim. The mattress must be free of stains and the law tag must be attached. A Comfort Guarantee fee will be assessed. All mattresses that do not qualify for a 90 Night Comfort Guarantee are not returnable.</p>									
Refunds	<p data-bbox="198 1648 675 1669">Please allow up to ten (10) business days for processing refunds.</p> <ul data-bbox="245 1669 1157 1759" style="list-style-type: none"> <li>• Cash, check, and/or debit card – you will receive a refund check by mail at the address on file.</li> <li>• Credit card and/or consumer financing – refund is credited to the original purchase account.</li> <li>• Ashley Cash Card – refund is distributed back on an Ashley Cash Card which will be mailed to you at the address on file.</li> </ul>									
Contact Us	<table border="1" data-bbox="198 1778 1490 1892"> <tr> <td data-bbox="198 1778 537 1812"><b>Phone number:</b></td> <td data-bbox="537 1778 938 1812"><b>Email address:</b></td> <td data-bbox="938 1778 1490 1812"><b>Hours of operation:</b></td> </tr> <tr> <td data-bbox="198 1812 537 1850">(803) 228-4848</td> <td data-bbox="537 1812 938 1850"><a href="mailto:WeCare@shopashley.com">WeCare@shopashley.com</a></td> <td data-bbox="938 1812 1490 1850">Monday – Saturday 8:00 AM – 7:00 PM</td> </tr> <tr> <td colspan="3" data-bbox="198 1850 1490 1892"><b>Mailing Address:</b> Ashley HomeStore   ATTN: Customer Care   2901 Lakemont Boulevard   Fort Mill, SC 29708</td> </tr> </table>	<b>Phone number:</b>	<b>Email address:</b>	<b>Hours of operation:</b>	(803) 228-4848	<a href="mailto:WeCare@shopashley.com">WeCare@shopashley.com</a>	Monday – Saturday 8:00 AM – 7:00 PM	<b>Mailing Address:</b> Ashley HomeStore   ATTN: Customer Care   2901 Lakemont Boulevard   Fort Mill, SC 29708		
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## Your Ashley HomeStore Order Details

Order #:	1042550491
Customer Name:	DENISE SURBER
Customer #:	1042550417
Order Date:	07/31/22
Order Total:	\$1,995.54

Hello DENISE SURBER,

Thank you for shopping with Ashley HomeStore, your receipt is attached for your records. Please review this information and contact us if you have any questions or concerns.

### Helpful Info

- Visit [My Order Management](#) to review and manage your order(s).
- First-time users will need to click on the "Register" link to create your profile.
- By Clicking on "Manage Orders" you will gain access to your profile and order information.
- Our Delivery Scheduling Team will notify you once your order has been filled. You may schedule a delivery or pickup date by logging into our Online Portal or contacting our Customer Care team at (803) 228-4848.

Thank you for shopping with Ashley HomeStore!