

## Before your delivery

Before delivery we will call you to remind you of the delivery date. The day before delivery you will be notified with the approximate delivery time, usually a four-hour window.

We are unable to accommodate time requests on out-of-town deliveries and on Saturdays.

If you live in an apartment and are unavailable, we will meet the apartment manager for entrance (providing you have made prior arrangements with the manager and our delivery department). Someone must be there to sign for your order.

Your room must be ready to accommodate your new furniture. Please have the room cleared in the area where you intend for your new furniture to be. We cannot install anything on walls or ceilings nor can we install electronic equipment into entertainment cabinets.

IF YOU MUST LEAVE before our truck arrives, please call to advise.

Houston.....(281) 492-5425  
Austin.....(512) 346-9400  
San Antonio.....(210) 558-7800  
Bryan.....1-800-364-6661

If there is a pricing error on your order, Star will notify you and correct the error prior to delivery.

## About your delivery

The merchandise you have purchased will be carefully inspected and padded on the delivery truck to ensure that it arrives in your home in good condition.

Our service department is available to help you with any problems that may occur on delivery or during your warranty period.

Customer service hours are:  
Monday and Saturday, 9:30am to 5pm  
Tuesday through Friday, 9am to 6pm  
Closed Sundays

Houston.....(281) 492-5433  
All Locations.....1-800-364-6661 x 5433

## About your limited warranty

### What is covered by Star Furniture's warranty?

Every item Star Furniture sells is warranted against defects in material or workmanship.

### How long does a warranty last?

The warranty period is twelve (12) months from the date of purchase.

Some manufacturers offer extended warranties on all or certain parts of their products. Claims under these warranties are to be made with the manufacturer. Star Furniture will assist you in this regard upon request.

### To whom is the warranty extended?

Original purchaser or person to whom original delivery was made.

### What can I expect from Star?

An item under warranty will be repaired or replaced, at Star Furniture's option, without charge (see "Delivery Damage" below).

Star Furniture reserves the right to remove a defective item from your home for a reasonable period of time in order to effect necessary repairs in our workshop or return to the manufacturer.

In cases where Star Furniture determines a warranted item is defective and we can neither repair nor replace the item, our obligation will be limited to the return of the item for full credit.

### What about an item delivered damaged?

The customer retains the right to refuse or accept an item in damaged condition. A report must be made to Star Furniture's service office within five (5) business days of receipt in order to be considered delivery-damaged.

### Where will the service be performed?

If the item is small enough to fit in your car, please bring it to the store where it was purchased. For service on larger items, Star Furniture will come to your home subject to our 50 mile delivery and service limit.

## Warranty information

### Exceptions and Limitations

Star Furniture is NOT RESPONSIBLE under the terms of our warranty for the following:

### PLEASE READ CAREFULLY

- 1. Upholstery Fabrics:** There is no warranty as to wearability or color fastness on any upholstery fabrics.
- 2. Items Sold "As Is":** Star Furniture has no obligation to service items sold "as is."
- 3. Customer Abuse:** Star Furniture's warranty is not valid if merchandise has been abused or repaired by the customer.
- 4. Customer's Delivery:** Star Furniture is not responsible for damage to an item picked up at Star Furniture by the customer. Neither is it responsible for the repair of an item that has been moved from one residence to another by the customer.
- 5. Consequential Damage:** Star Furniture cannot be responsible for "consequential damages" (i.e., injury caused by the broken leg of a chair).
- 6. Commercial Use:** NOTE: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

## Return policy

After accepting delivery, returns made within 15 days are subject to a 10% restocking fee. Fabric Protecting, Leather and Wood charges not refundable. Applicable delivery charges apply.

Sorry, we cannot accept returns on custom orders, draperies, clearance or "As Is" items, including merchandise from Star's Clearance Outlets. See our "Sleep Guarantee" regarding mattress returns.

## About your down payment check

Down payment checks are deposited on the date received. Any refund made necessary by cancellation or credit department rejection can only be made after we have verification that your check has cleared your bank. This process usually takes ten (10) days. Refunds must be initiated by the office associates at the store where you purchased your merchandise. Please contact your store for any questions you may have pertaining to refunds.

## Complimentary design service

We hope your Star Furniture purchase becomes one of your favorite things about your home. If you feel your room still needs some work to be fully "you," remember that interior design service is complimentary when any purchase is made through one of our designers.

Our interior designers know that function and aesthetics have equal value in a home, and will work with you to customize an environment that gives you both. Whether you want to redesign an entire room or find the right rug to match a new sofa, we can create a look and layout you'll love. Ask for a designer the next time you visit Star.

## Picking up your merchandise at our Park 10 Store

### Hours

Please note, our hours for customer pick up are:  
Monday through Saturday, 10:00am to 7:00pm  
Sunday, 12:00pm to 6:00pm

### Time

Please allow 30 minutes for accumulation of your order.

### Condition of Merchandise

Please inspect your merchandise carefully. Our responsibility for damage ends when you accept the merchandise on our dock. In some cases some assembly may be required.

### Loading

Our staff will assist you in loading your merchandise in your vehicle. We cannot be responsible for damage in transit caused by faulty packaging or inadequately tied-down merchandise. Please secure your items well.

### Phone

If you have any questions about your pick up, please call (281) 492-5424.

### Directions

I-10 West at Park 10  
Houston, TX 77084  
Our "Customer Pick Up" is located on the west side of the building.

## Delivery



## Service Warranty

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