

Information about Picking Up Your Furniture

Pickup Fee

- Your pickup is being handled by G&G Delivery Services. The Missing Piece owns no part of G&G nor do they receive monetary compensation from G&G. There is a fee for pickup based on your proximity to the store and the number of items being picked up. Should your items be particularly heavy or large requiring 4 movers there is an additional \$65 fee.
- If you have the delivery service pick up more than one item, the pickup fee is deducted from the sale of your furniture. If your pieces don't sell (which is very rare), you will pay the fee at the end of the consignment period. If you schedule a pickup of just 1 item, you will pay the fee up front when you schedule the pickup. In the event the furniture is refused (not picked up) due to conditions which make it unsalable such as dirty, broken, etc., pickup fees still apply and will be collected as described above.

Cancelling your Appointment

- Should you need to cancel your appointment you must do so at least 24 hours in advance by speaking to us on the phone or in person to avoid the pickup fee. If your appointment is for a Monday, you must cancel by 10 am Friday on the phone or in person to avoid the pickup fee.

Your Pick up Includes

- G&G will provide 2 professional movers to pick up all quoted furniture (excepting when the pieces require 4 men in which case G&G will send 4 professional movers). If the furniture is damaged, badly-worn or dirty, the movers have the right to refuse it. (**See the list below to help you know what we can and cannot pick up from you.**) If the movers miss a defect and bring it to us by mistake, we have the right to refuse it, and the pickup fee would still be due in full.

Furniture G&G Will (or at least should) Refuse; feel free to sing along.....

- **"Cat's in the Cradle"** Upholstery that is ripped, dirty, scratched, and/or has any animal hair on it. (If movers take an upholstered piece that needs cleaning and we agree to do so there will be a cleaning fee + a 25% surcharge.)
- **"Stuck Like Glue"** Furniture that has been broken and re-glued, unless done by a professional
- **"I Fall to Pieces"** Particle board furniture that has started to come apart and/or chip
- **"Smoke Gets in Your Eyes (and Your Fabric)"** Furniture with cooking odors or smoke smells---believe me, it won't come out!
- **"The Damage is Done"** Furniture with water damage, loose veneer, deep scratches/ gouges, extensive scratches, discolorations, sun-fading, table leaves that aren't the same color as the table top, etc.
- **"Sweet Dreams, Baby"** Beds with missing rails and/or hardware, headboards without a frame, beds with broken parts of any type, or beds that have been modified. We also cannot accept mattresses and box springs except in the case of futons and sleeper sofas.

G&G Movers are Hunks, but There is a Fee to Haul your Junk

- If the furniture arrives here with defects which make it unsalable, such as those listed above, we will immediately call you and offer a 72 hour window to pick it up. Should you not pick it up we will dispose of it and you agree to pay a **\$35 per piece** processing and disposal fee. (We don't want your money; we just don't want your junk.)

Condo & Office Building Rules

- It is your responsibility to inform us at the time of scheduling if your building has specific rules and/or requirements. If there are insurance requirements and your building is not listed on G&G Delivery Services' insurance policy, they will not be able to deliver for you. It is also your responsibility to reserve the elevator for delivery and to make any and all other notifications to your building supervisor. If G&G must return later due to lack of proper arrangements, you will be charged another delivery fee.

Picking Up Furniture from Tight Spaces and Stairs

- If you have large furniture in a small room with tight hallway access, you may need to remove doors, moldings, banisters, etc. Please have that done before the movers arrive. G&G will not remove nor replace doors, moldings, etc.

Please Be Available For the Time Period You Agreed Upon

- We are respectful of your time and will provide you a 3 hour window for the arrival time. G&G will call you 30 minutes prior to their arrival to free your time as much as possible. However, if the movers arrive during your appointed hours and you don't answer the door, there will be a fee to come back and you will owe for your missed pickup.

Signature: _____