

TERM & POLICIES

At Kayumantra, our goal is to deliver your purchases with reliable service and flexibility. To that end, we offer white glove furniture delivery (“White Glove Delivery”) on applicable products for each order you place. Each order is defined as “one or more items ordered at the same time.” Your furniture and select non-furniture items will be delivered in accordance with our White Glove Delivery described below.

Upon receipt of your items, you must inspect each item and notify us immediately of any such damage or defect. You must provide a signature upon receipt of your items. When you place an order with us, please provide a daytime phone number to arrange a delivery appointment.

It is your responsibility to measure the access points through which your items will be delivered to ensure such items will fit. WDS will not refund the price of shipping or delivery for any items that cannot be delivered due to items not fitting through an access point. Please carefully read the product description on the item’s web page for dimensions and measure all access points such as stairways, hallways, doorways, etc. accordingly. Some fragile items may require delivery via crate. Please refer to the item’s web page for approximate crate dimensions to ensure the item and crate may be delivered to your desired location.

Additional delivery fees may apply for oversized, fragile, or heavy items, or for delivery to remote locations. Delivery prices are subject to change and will be determined at the time of your order. WDS offers rush delivery for certain items, but all delivery times may vary due to shipping volumes, inclement weather, or other delays out of WDS’s control. WDS is not responsible for any shipping delays.

TERRITORIES.

We deliver worldwide. Stocked furniture will typically be delivered in six (6) to Eight (8) weeks in most areas. Special orders will typically arrive in eight (8) to Twelve (12) weeks in most metropolitan areas. We ship orders Monday through Friday. Please note that we do not deliver on Saturdays, Sundays, or on holidays. We are not responsible for delivery delay due to increased shipping volumes, inclement weather, or other delays out of our control.

SHIPPING RATES.

White Glove Delivery.

Furniture and non-furniture items that qualify for White Glove Delivery will be noted as such on our website. The rate will be based upon your delivery area and the physical limitations of the delivery address (i.e., number of flights of stairs, location accessibility, etc.). Most of the furniture items include delivery inside your home, where the White Glove Delivery service providers with which we contract will carefully unpack and inspect each item, place it in your room of choice, and provide light assembly. For your convenience, all packing materials will be removed. Please note that assembly does not include anchoring any

furniture items to any surface in your home (any light fixtures). The pricing schedule for furniture delivery is given below:

WDS offers a White Glove Delivery flat rate of \$399 to ship a pieces per order. These items may be subject to additional delivery surcharges. A customer service representative will contact you after your order has been placed to confirm the additional delivery surcharge.

Common Carrier.

Specifically notated items will be delivered via Common Carrier unless White Glove Delivery is informed at checkout, and placed at your doorstep threshold or garage threshold. The buyer will be responsible for uncrating, unpacking and the removal of all related packing materials and debris. Some items will be crated as per industry standards to ensure protection against freight damages. Crates often require tools to disassemble. Common Carrier freight will be determined and specified based on our shipping matrix .

Standard Shipping.

Items that do not ship via White Glove Delivery will be charged a Standard Shipping fee which is already included in the product price.

Please note that we do not deliver on Saturdays or Sundays and rush delivery is not available for furniture, APO/FPO addresses, or PO boxes.

ORDERS FOR CUSTOM AND IN-STOCK ITEMS.

Ship Complete.

White Glove Delivery is the default shipping method for an order containing both in-stock items and custom items. The entire order will ship once your custom items are ready for delivery.

ADDITIONAL DELIVERY SURCHARGES.

Additional delivery surcharges will be added to orders for oversized, heavy, or fragile items or for delivery to remote locations A customer service representative will contact you after your order is placed to confirm the additional delivery surcharge.

PREPARING FOR WHITE GLOVE DELIVERY.

For orders shipped via White Glove Delivery, the delivery company will contact you by telephone once your order is ready to be shipped to schedule a delivery date and delivery window. The delivery window is typically a four hour window. If you are unable to keep your delivery appointment, you may reschedule your White Glove Delivery for an additional rescheduling fee. Failure to accept delivery of your order within five (5) business days after the delivery company initially contacts you may result in a storage fee and/or cancellation of your order. No refund will be offered for any cancelled orders.

White Glove Delivery is available Monday through Friday from 8 am to 5 pm local time. An adult at least 18 years of age must be present to accept and sign for the White Glove Delivery.

It is your responsibility to provide us with a phone number at which the delivery company may contact you to schedule delivery of your order.

It is your responsibility to advise the delivery company of any of the following:

- - If you live in a remote and/or secluded area or any unusual site or circumstances (example: entry other than front door required).
- - The number of flights of stairs, a spiral staircase, winding staircase, narrow staircase, narrow hallways, sharp angles of stairs or hallways, skinny or slippery steps, banisters, railings, low ceilings, unlit areas, etc.
- - The size, angles, or obscure doorways.
- - If the delivery is to a multi-story building, you must confirm prior to delivery if there is an elevator large enough to accommodate the item.
- - If your building requires confirmation of the delivery company's insurance or any prior contact with the delivery company before a delivery may be made to your building, you must provide the delivery company with the correct contact information for your building's manager or appropriate party.

Failure to disclose any item listed above, or any circumstance related to the categories above, may result in your order's delivery being rescheduled. You will be charged a rescheduling fee. Certain large pieces of furniture, including, without limitation, entertainment centers, or armoires, may not be delivered above or below the ground floor. There may be additional delivery charges for delivery of certain heavy or cumbersome items that may require additional manpower, carry above the first floor, or special delivery time requests.

For certain unique delivery sites, the delivery company may need to visit the delivery site to determine if delivery is possible and if any additional charges will be required for delivery. The delivery company may charge you for this additional site visit.

If the delivery company determines there is a high level of difficulty or risk with your delivery, you may be asked to sign a liability waiver before your items will be delivered.

Before your delivery arrives, it is your responsibility to prepare a clear pathway for the delivery company to carry your merchandise to your desired location. It is also your responsibility to protect your flooring for delivery. The delivery company will not carry away or dispose of your current furniture.

Upon delivery, it is your responsibility to inspect your items for damage or defect prior to accepting and signing the delivery documents. We do not accept return once item is sold and can cancelled within 3 working days of the order placement.

We reserve the right to refuse delivery of your items if there is a high degree of risk associated with the delivery. If the item cannot be delivered, the delivery company will leave the ordered items in purchaser's custody.