

Important Information about Express Shipping

Item orders cannot be cancelled after they have been sent to the manufacturer. This is typically within 24 hours of placing your order.

Items are shipped directly from the manufacturer within 48 hours. Saturday and Sundays not included.

Items are shipped via FedEx directly to your home. Tracking numbers can be provided upon request. Typical shipping times are 1-3 weeks, depending upon location.

Items may be returned or exchanged for up to 7 Days after receiving. Shipping, handling and return shipping are not refundable. You may return the item to the store. Item should be placed back in original container, with all packing in place. Certain Restrictions Apply. Please contact store for details.

Many of these items are only available online and may not be available for viewing in our showroom.

Inspecting Your Delivery

We inspect items when they leave our store, and the manufacturer inspects items that are shipped directly to you. Every attempt is made to ensure safe travel for your items. When you receive your order, please take the time to inspect for accuracy and correct items were delivered / shipped. A Delivery Receipt (or Shipping Document for direct shipments) will be signed by the customer to acknowledge receipt of the items in good condition. It is the customer's responsibility to thoroughly check over and visually inspect the merchandise before signing this paperwork. Any damage must be noted on the Delivery / Shipping Receipt. For our truck delivery please notify the drivers and note on the Delivery Receipt. For Express shipping, please note any damage to the carton (with photos) and open and inspect for damages. Smith's Furniture must be contacted (email: Customerservice@smithsfurniturestore.com) via email or phone (859-498-2932) within 72 hours to facilitate replacement or repair of items that may be incorrect or damaged. Smith's Furniture will not be responsible and will not accept any non-noted damages on the Delivery / Shipping Receipt. For direct shipped items, hidden internal damage (when box appears in good condition, but goods are damaged inside) contacted via email or phone within 72 hours of receipt. If the item carton shows severe damage, please refuse the shipment from the carrier and contact us promptly. We reserve the right to send repair parts or replace a damaged product at our sole discretion.