



## NORTH AMERICA

### SERVICE LEVELS

Within North America, we offer different service levels so that our products are delivered to your chosen delivery address in a way that is convenient for you. This document provides an overview of what service levels we offer and what is and is not included with each of them.

Please note that not all service levels may be available for the delivery address that you have provided. Available options will be shown dynamically during checkout. Depending on the chosen service level, a surcharge may apply. These surcharges will be applied automatically during the checkout process.

Below, you can find the service levels that we offer. With each of these options, our third-party transporter will contact you in advance to schedule your delivery. Please note that an extra surcharge will apply if the consignee misses any scheduled appointments.

#### **Warehouse delivery:**

A simple dock-to-dock warehouse delivery without unpacking, assembly or setup. The receiving warehouse will foresee enough manpower to help the driver unload the truck. The order must ship to a location with a loading dock.

This delivery option is available in the United States (excluding Hawaii and Alaska) and Canada (excluding Northwest Territories, Nunavut and Yukon).

#### **Commercial delivery/storefront without loading dock:**

A delivery to a commercial address or storefront without a loading dock. Does not include unpacking, assembly or installation. A liftgate truck will be used if needed and the consignee will need to foresee enough manpower to help the driver unload the truck.

This option is currently only available in the United States (excluding Hawaii and Alaska).

#### **Threshold delivery:**

A ground floor, threshold, residential delivery, without unpacking, assembly or installation whereby the carrier will help deliver to first dry room inside of the home or business. A liftgate truck will be used if needed. Removal of packaging and debris is not included.

This option is currently only available in the United States (excluding Hawaii and Alaska).

#### **White glove delivery:**

A white glove delivery with installation. The carrier will use a liftgate truck if needed and will help deliver to the room of choice (includes two flights of stairs). Delivery includes up to 20 minutes of light assembly along with the removal of the packaging. COI can be provided upon request.

This option is currently only available in the United States (excluding Hawaii and Alaska).