



Request Form: Service, Moves & Design

Dear Valued Customer,

We're excited to assist you with your furniture needs and want to ensure a smooth and friendly experience throughout the process. This document outlines our services and fees with clarity, so you know exactly what to expect. Please take a moment to review the details below:

Assessments & Warranty Claims:

We charge a \$175 Trip Charge to assess any products facing service problems, whether under warranty or not. This fee covers the cost of labor and transportation for the assessment.

If your product is under warranty, both parts and additional labor will be covered. However, please note that Warranty Claims must be at the same address as the original installation or registered as a move to a new address. Warranty is voided if the product is moved or disassembled by parties other than us, or changes to ownership due to a sale or lease. Don't worry if your furniture isn't under warranty; we can still help! After the assessment, we'll provide you with an estimate for the cost of repairs, including parts and labor.

Moves, Disassembly and/or Installs:

We schedule in increments of \$750 per service needed. Each case is reviewed and assessed individually based on the scope of the project, and quotes are estimated accordingly.

Please note: Any project involving disassembly, move and re-installation will start at \$1500 and price will increase based on the time and the scope of your project individual requirements.

Reconfigures & Space Planning:

If you need to reconfigure your furniture other than it is now our Design staff is ready to help.

\$175 Design Fee for the initial project review and designer consultation includes one revision/estimate.

Additional Fees If Applicable:

On Site Field Measure \$175

Additional design revisions or layout \$75 per hour.

New Parts and Furniture components are billed separately per item.

Please note: All associated fees must be pre-paid before design consultation or revisions are rendered.

Liability and Insurance:

While we handle your furniture with care, we can't be responsible for pre-existing damage or wear. We recommend taking pictures of your items before the service for documentation.

Please note that outside parties moving your product will void the warranty.

Lead Time and Scheduling:

Scheduling Process will begin once we have a monetary commitment based on terms outlines on you invoice. Any move or service request invoice must be PAID IN FULL to be scheduled. We require a mandatory two-three-week lead time for all furniture service requests. This ensures we can prepare and allocate resources properly. Our service calls are scheduled Monday-Friday between 8:30am and 5:00 pm with arrival windows between 8:30 am-10:00 am OR 12:00 pm-3:00 pm (with your service accommodated after.) We will do our best to accommodate requested dates but there is no guarantee.

PROCESS TO SCHEDULE:

1. Fill out the below form and send a picture of your space(s).
2. Email this form to: Info@MinnesotaOF.com
3. An invoice for the full payment will be sent to your email for services requested with a link to pay.
 - a. Payment is non-refundable and is due in full to schedule.
 - b. If additional time or items are required after initial billing, the balance will be billed at the conclusion of the service that day.
4. Once payment is received, your request will be sent to our Scheduling Department
5. Within 8-10 business days Scheduling will reach out with our availability options for the upcoming weeks. The process from Payment-to-Service estimates 2-3 weeks.

Cancellations and Rescheduling:

Please notify us at least 6 business days before your scheduled service date to avoid rescheduling fees. Cancellations or rescheduling within 5 business days will incur a \$250 fee. This fee must be paid in full to put your project back into our scheduling process, listed above (steps 4-5).

CUSTOMER INFORMATION:

- First Name:
- Last Name:
- Sales Order # or name the project would be under if different than above:
- When did you purchase this furniture and what type of furniture do you have:
- Phone Number
- Current Address
- Moving Address (if applicable)
- How do we access your space(s):
 - Example is there an elevator, dock, stairs, alley, front door, basement walk out:
- Description of project and what you want to achieve:

Kindly include pictures of your furniture project when you submit this form – they're an essential part of the process.

If, for any reason, you can't take pictures and need our team to assess your project, please note that there's an assessment fee of \$175, which will be invoiced before your main project invoice. The scheduling process for this assessment is the same as for all other services: fill out this form, submit it, make the payment, and our scheduling team will reach out to book the assessment at your convenience. We're here to make the process as smooth as possible for you!



Services interested in:

- Assessments & Warranty Claims \$175
- Moves, Decommissions and/or Install(s): Based on Scope
- Reconfigures & Space Planning Design Fee \$175
- Design Time after \$50 Per Hour
- Rescheduling change fee \$250

Availability Details:

Although we cannot guarantee your preferred availability for services, please share best windows of availability (time/dates) so our staff can keep them in mind and call at appropriate times to schedule your project.

Dates/Times I'm available by Phone: _____

Dates/Time I'm available for service: _____

Preferred Arrival Window for Services & Assessments:

- 8:30-10am
- 12-3pm

Moves:

Requested Date Window for Furniture Disassembly (if applicable) _____

Requested Date Window for Furniture Reinstall (if applicable) _____

Acceptance:

By signing below, you acknowledge that you've read and understood the terms and conditions outlined in this disclosure form. You agree to abide by these terms and authorize our team to proceed with the requested services.

Customer Signature:

Date:

Please return this signed disclosure form via email to info@MinnesotaOF.com.

If you have any questions or require further clarification, please contact us at 763-710-5950.

We look forward to assisting you with your furniture needs.