

# ***BED EXPRESS* -Vermont Bedrooms**

## **Delivery Scheduling**

No one likes to wait around all day for a delivery! No one knows this better than ***BED EXPRESS*** -Vermont Bedrooms! That's why we've taken the time to give you this outline of our delivery service, so that on the day of your delivery you will know just what to expect from us, what is expected of you, and when you need information, how to get it fast!

Our delivery trucks are generally loaded the night prior. As we try to accommodate everyone, frequently deliveries are added after the truck has been loaded. When our delivery crew arrives in the morning, they generally check for any late add-on deliveries, re-check their loaded deliveries, confirm the day's schedule, call the 1st delivery and leave. On any given day, this whole process can take between 15 minutes and 1-1/2 hours.

**We're sorry,**

**Due to the unique factors of each delivery, and to be fair to ALL our customers, it is impossible to guarantee or even estimate the time of your delivery until the morning of your delivery!**

**But you can:**

-Call us the morning of delivery to find out what number delivery you are, and where the truck will be delivering before coming to you.

-Call us for a progress report over the course of the day. Our truck calls out of every delivery, which we log in our delivery schedule. This works extremely well, and we encourage use of this, because it gives later deliveries up-to-the-minute information about the status of our truck. You will never feel like you are just waiting around!

**And we will:**

-Call you before delivery to let you know where and how far away we are, and that we are on the way.

-Besides calling at the place of delivery, we can call you at any phone (your cell or work phone, for instance) a designated amount of time prior to delivery to allow you enough time to meet us there. For example, if you are at work and you live 15 minutes from work, we can call you at least 15 minutes before delivery at your work phone to allow you enough time to drive home to meet us.

**If you still have specific requests, we will try to accommodate you to the best of our abilities and to the fairness of other deliveries, but**

**WE WON'T MAKE A PROMISE WE CAN'T 100% KEEP!**

**If these Delivery options don't meet your needs, please discuss our **PREMIUM Delivery** options with your salesperson. **Additional charges apply.****

**PLEASE, PLEASE, PLEASE!!! DO NOT CALL BEFORE 10:15am!!!**

Phone calls earlier than 10:15 only **DELAY** the departure of our truck.

If they are talking on the phone they can't be loading at the same time!

Thanks for choosing ***BED EXPRESS*** -Vermont Bedrooms for ALL your bedding needs!!