



DELIVERY CHECKLIST: STORE PICKUPS AND RESIDENTIAL SHIPMENTS

IF ANY ISSUES ARE DISCOVERED, DO NOT RETURN TO STORE. CONTACT US IMMEDIATELY AT (310) 620-2021 OR AT SUPPORT@STELLARIHOME.COM

Store Pickup

1. In-Store Notification:

✓ Wait for the in-store notification for pick-up from the store.

2. Pick-Up Deadline:

✓ Once notified, pick up your order from the store within 7 calendar days. Picking up the order past the deadline may incur restocking and shipping fees. After 7 days, the order will be shipped back, and fees will be assessed.

Residential Shipments

Unless specified otherwise, the item will be delivered curbside only. The driver will NOT bring the delivery onto the premises of the home.

1. Appointment Scheduling:

✓ For residential shipments, schedule an appointment by calling the carrier.

2. Delivery Process:

✓ Make sure to notate any damages to the carton or the item on the Proof of Delivery (POD). To receive a timely resolution to any delivery issues, we must be notified of any damage within 48 hours of receipt of the item.

✓ Please ensure that you're available during the scheduled delivery time. Delaying delivery may lead to additional storage charges and incurring shipping fee charges.

3. List of Carriers and Contact Numbers:

- AAA Cooper: 334-793-2284
- ABF: 800-610-5544
- A DUIE PYLE INC: 800-523-5020
- CEVA: 844-215-0640
- Central Transport: 586-467-1900
- Day & Ross: 877-726-3329
- Estes Express: 866-378-3748
- Fedex Freight: 866-393-4585
- Pitt Ohio: 800-366-7488
- SAIA: 800-765-7242
- XPO: 800-755-2728
- Southeastern Freight Lines: 800-637-7335

Note:

- ✓ If you fail to pick up the order within the specified time frame, it may result in the cancellation of the order for store pickup.
- ✓ For residential shipments, kindly monitor the tracking information and reach out to the carrier before the delivery date to schedule your delivery appointment. This proactive step helps prevent any potential delays.