

**From:** Kelly Weimer kelly@kellyagent.com  
**Subject:** Use for State Farm -Claim  
**Date:** July 9, 2019 at 8:12 PM  
**To:** Weimer Clay clayton@kellyagent.com



Bedroom furniture in guest room. (my room at 219)

Begin forwarded message:

**From:** MaggieMay <[givemeastonetablet@gmail.com](mailto:givemeastonetablet@gmail.com)>  
**Subject:** Fwd: Congrats on Your Purchase!  
**Date:** July 9, 2019 at 8:05:13 PM PDT  
**To:** Kelly Weimer <[kelly@kellyagent.com](mailto:kelly@kellyagent.com)>

Sent from my iPhone

Begin forwarded message:

**From:** Living Spaces <[automated@livingspaces.com](mailto:automated@livingspaces.com)>  
**Date:** July 9, 2019 at 3:25:45 PM PDT  
**To:** <[givemeastonetablet@gmail.com](mailto:givemeastonetablet@gmail.com)>  
**Subject:** Congrats on Your Purchase!

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Living Spaces Logo

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## Order Confirmation

Thank you for your order. If you have any questions, please visit our [online support center](#) for guidance.

### Order Details

**Order Number**  
SO-005258349

**Order Date**  
7/9/2019

**Confirmation Code**  
RVEUSK

**Billing Address**  
Margaret Mitchell  
246 Eseverri Ln  
La Habra Heights CA 90631

C:([562](tel:5622175472)) 217-5472

[givemeastonetablet@gmail.com](mailto:givemeastonetablet@gmail.com)

**In-Home Delivery**  
Margaret Mitchell  
54835 Damascus Dr  
La Quinta CA 92253

**Estimated Delivery Time**  
TBD

**delivery-icon-blue** Home Delivery Information

- We will contact you the day before delivery to provide you a 3-hour delivery window.

Items Subtotal (6 items)	<b>\$2,025.00</b>
Total Delivery	<b>\$99.00</b>
Tax	<b>\$177.19</b>
<b>Total</b>	<b>\$2,301.19</b>

## Ordered Items

### Items Delivered by Living Spaces

<b>ALLIE JADE QUEEN SLEEPER</b>	#225805	<b>\$795</b>
<b>ALTON CHERRY DRESSER</b>	#85678	<b>\$395</b>
<b>ALTON CHERRY NIGHTSTAND</b>	#85679	<b>\$195</b>
<b>ALTON CHERRY NIGHTSTAND</b>	#85679	<b>\$195</b>
<b>ALTON COFFEE TABLE</b>	#229324	<b>\$295</b>

# Online Purchase Terms & Agreements

## Delivery Information

### Delivery Policy

- Same day delivery available for furniture purchases made before 4:00pm.
- Set-up and assembly included (except accessories).
- Accessory items not eligible for delivery (except for lamps which are eligible for delivery).
- Delivery location must be within our selected delivery zone. See [Delivery Page](#) for details.

### Delivery

It is your responsibility to ensure that all furniture items will fit through all doorways, up stairwells, down halls, and around corners into the desired location. If Living Spaces is unable to deliver your regular stock furniture to the desired location, you will be charged a 10% restock fee in accordance with our return policy. For any tight fit, the driver may request that you sign a damage waiver prior to attempting delivery.

Please notify LSF of any special requirements in order to complete your delivery. This includes, but is not limited to, small trucks to navigate narrow roads and driveways, restricted delivery time frames due to local ordinances, proof of insurance for high rise and condominium buildings and service elevator reservations. Orders that are cancelled or rescheduled due to special requirements not communicated prior to delivery will be charged the appropriate fees.

Your delivery date is scheduled at the point of sale. If you need to change your delivery date after you have finalized your purchase, contact our guest services department at [877-266-7300](tel:877-266-7300) at least

48 hours prior to your scheduled delivery date, or you will be charged an additional delivery fee.

If you choose a TBD delivery, you agree to be available from 8am - 6pm the day of delivery. The LSF dispatch office will email and call you before 9pm the day prior to confirm a specific three (3) hour delivery window. If you have any questions, please call the guest services department, [\(877\) 266-7300](tel:8772667300) extension #2.

An authorized adult must be home during your scheduled delivery window to accept and inspect your items and sign the delivery ticket. If no authorized adult is home to receive your scheduled delivery, you will be charged an additional delivery fee to reschedule the second delivery.

LSF reserves the right to schedule a service technician to repair any imperfection noted at the time of delivery.

You are responsible for protecting your floors from damage by laying rugs, blankets, or cardboard down prior to delivery. LSF will not be responsible for damage to any floors.

Our delivery personnel are not permitted to move furniture currently in your home, nor are they allowed to move or set up electrical equipment.

On the day of your delivery, you may track your delivery online. Go to <https://www.livingspaces.com/track-delivery>. Enter your order number to view the progress of your order online.

### **Pick-Up Information**

#### **Rialto Distribution Center Pick-Up Policy**

- Customer pick-up hours of operation: 12pm to 9pm every day.
- Same day pick-up is available.
- Please call one hour ahead at [1-951-320-5800](tel:19513205800) to ensure your items will be ready when you arrive.
- Indicate whether you would like any item pre-assembled.

#### **Phoenix Distribution Center Pick-Up Policy**

- Customer pick-up hours of operation: 12pm to 9pm every day.
- Same day pick-up is available.
- Upon request Living Spaces offers free next day assembly.

## Retail Store Pick-Up Policy

- Customer pick-up hours of operation: 12pm to 9pm every day.
- Next day pick-up is available.
- No pre-assembly available.
- A retail store pickup must be scheduled at the time of purchase or a call needs to be made to the LSF call center ([877-266-7300](tel:877-266-7300)).

## Pick-Ups

For your protection, only the person named on the credit card used to make this order can pick it up. Please bring the credit card and photo ID with you to the pick-up location.

Customer pick-ups are left in the original vendor packaging for safer transport to your home. You are responsible for inspecting all pick-up items prior to loading them into your vehicle and noting any external signs of damage to our dock team. If you pick up an item that has an imperfection or concealed damage, it is your responsibility to return the item to LSF for servicing or exchange. You may pick up your order at any of our retail store locations or distribution center(s) between noon and 9:00 PM local time.

LSF is not responsible for any negligence or vehicle damage in securing merchandise into your vehicle or for any merchandise or vehicle transport damage, vehicle accidents, or personal injuries once the merchandise has left the LSF pick-up dock.

If requested, LSF will transfer your items to an LSF retail store one time at no charge. If you do not pick up your items within 24 hours of transfer, the items will be shipped back to the distribution center. You can pick up the items at the LSF distribution center or you will be charged a \$50 fee if you would prefer another transfer.

## Return Policy

### Returns/Reselections

Living Spaces Furniture (LSF) accepts returns within seven (7) days of your receipt of an item, excluding bedding products. You will be charged a 10% restocking fee on all regular stock furniture returns. Returns are not accepted on Special Order items and Special Order items may not be returned due to customer preference, no-fit or any other reason. LSF does not accept

preference, merits or any other reason. LSF does not accept returns on mattresses, box springs, pillows, comforter sets, or other bedding products. LSF does not charge a restock fee on accessories such as area rugs, lamps, wall art, silk trees, florals, and table and ledge accessories. LSF reserves the right to refuse returns or exchanges of items that are not in as-new condition due to damage or misuse by the customer.

If returned items need to be picked up from your home, you will be charged a pickup fee. Your initial delivery fee is not refundable. Prices paid at the time of purchase are final. Refunds on purchases made by cash or check will be refunded by mailed check after ten (10) business days of receipt of returned merchandise. Refunds by credit card will post to your account within three (3) business days. Synchrony Financing returns will post to your account within ten (10) business days. If you desire to reselect different furniture, you must go to an LSF retail location within seven (7) days of purchase. Reselections on regular stock items for greater or equal value require a 5% restock fee plus an additional redelivery fee. Reselections on regular stock items for lesser value require a 10% restock fee plus an additional redelivery fee.

### **Special Order Items**

Special Order items are made especially for you and require a 25% non-refundable deposit. Please allow a minimum of two (2) weeks for our vendors to build and ship your item(s). Once your Special Order arrives, LSF will contact you to arrange delivery. Delivery for Special Order items must take place within two (2) weeks from the time we contact you. If you do not arrange delivery of your Special Order, your order will be cancelled and your purchase will be refunded less the 25% non-refundable deposit. In addition, it is your responsibility to check that furniture will fit through doorways, up stairwells, down hallways and around corners and into the desired location. In the event that Living Spaces is unable to deliver the furniture into the desired location, your order will be cancelled and your purchase will be refunded less the 25% non-refundable deposit.

Special Orders are placed immediately with our vendor(s). Once an order is placed, production cannot be stopped and LSF is obligated to receive your order. If you wish to cancel your Special Order, you may do so less your non-refundable 25% deposit.

### **Return Policy for Items Shipped via UPS Parcel Shipping**

You may return your purchase for a refund of the merchandise cost within 7 days of delivery; all you need to do is ship the item back to us or bring it to a [Living Spaces location](#). Please note that shipping charges are non-refundable. Shipping back to Living Spaces will also be at the customer's expense. Refunds are issued within 48 hours once the item is received and inspected at our distribution center.

### **Non-Delivered Items**

UPS will make 3 delivery attempts. In the event that UPS is unsuccessful, they will keep the package at their local hub for up to 5 days. After 5 days, the item will be returned to Living Spaces. At that point, we will issue a refund for the item minus the cost of the original shipping and minus the cost of returning the item to our facility.

### **Return Eligibility**

Items must be in new condition and in the original packaging to qualify for a refund (please do not assemble or modify the product in any way).

### **Damaged Items**

If your item arrived damaged or defective, we are happy to arrange for a prompt replacement. Please contact a guest services team member at [877-266-7300](tel:877-266-7300) to help you with the process.

### **Steps for Returning an Item or Order**

- Please contact a guest services team member to initiate a return at [877-266-7300](tel:877-266-7300).
- You will be given an RMA number which is necessary to process a return.
- You can return the item to a Living Spaces location or you can ship the item back to Living Spaces at your expense.
- Please include the RMA # for proper processing when shipping a return to Living Spaces.

### **Cancellations**

If you cancel your order or specific regular stock items on your

order less than 48 hours prior to delivery or pickup for any reason, you will be charged a 5% cancellation fee on the items that were cancelled. If you do not take receipt of your regular stock furniture within two weeks of purchase, your order will be cancelled and you will be charged a 5% cancellation fee. Special order items cannot be cancelled for any reason.

### **Price Disclaimer**

The prices displayed on the Living Spaces web site are quoted in U.S. dollars and are valid and effective only within the United States, and such prices do not include delivery fees or sales taxes, if applicable, which will be added to your total invoice price. You are responsible for the payment of any delivery fees and state and local sales or use taxes that may apply to your order. While our goal is a 100% error-free site, we do not guarantee that any content is accurate or complete, including price information and product specifications. If we discover price errors, they will be corrected on our systems, and the corrected price will apply to your order. Living Spaces reserves the right to revoke any stated offer and to correct any errors, inaccuracies or omissions (including after an order has been submitted and accepted).

### **Living Spaces Limited One (1) Year Warranty on Manufacturer Defects**

Living Spaces provides a limited one (1) year furniture warranty against defects in workmanship and material, only. This one (1) year warranty is effective from the date of delivery and covers the cost of defective parts and materials; customers remain responsible for the cost of labor and transportation. To learn more about this limited warranty and how to file a claim please visit our web site at [www.livingspaces.com/Warranty](http://www.livingspaces.com/Warranty).

### **California Prop 65**

Living Spaces Furniture upholstery products contain chemicals known to the state of California to cause cancer, or birth defects or other reproductive harm.

### **Penny Authorization on Your Debit Card**

You may see a 1 cent charge on your debit card after you buy online. This is part of our anti-fraud system. The 1 cent charge will fall off your card within 3-4 days. There is no action required on your part.

### **AS-IS Items**

As-Is items have no warranties and cannot be returned or exchanged for any reason. All As-Is items must be picked up



within 48 hours of purchase. Failure to pick up As-Is items within 48 hours of purchase will result in cancellation of your order.

## **Policy for Items Shipped from Living Spaces Partners**

You may not cancel your order, change the quantity of items purchased, or the delivery address. You may return your purchase for a refund of the merchandise cost within 7 days of delivery; all you need to do is ship the item back to us or bring it to a Living Spaces location. Please note that shipping charges are non-refundable. Shipping back to Living Spaces will also be at the customer's expense. Refunds are issued within 48 hours once the item is received and inspected.

### **Non-Delivered Items**

UPS will make 3 delivery attempts. In the event that UPS is unsuccessful, they will keep the package at their local hub for up to 5 days. After 5 days, the item will be shipped to Living Spaces. Once item(s) are received your refund may take up to 30 days to process. You will not be refunded the original shipping fee.

### **Return Eligibility**

Items must be in new condition and in the original packaging to qualify for a refund (please do not assemble or modify the product in any way).

### **Damaged Items**

If your item arrived damaged or defective, we are happy to arrange for a prompt replacement. Please contact a guest services team member at [877-266-7300](tel:877-266-7300) to help you with the return process.

### **Shipped Items**

If you are returning an item that has been shipped to you, please open this form and follow the instructions listed.

Have Questions?

Visit [our online support center](#)

Call us at [1-877-266-7300](tel:1-877-266-7300) Mon - Sun 7am - 9pm PST  
(excluding holidays)

**Living Spaces Furniture, LLC.**  
**14501 Artesia Blvd, La Mirada, CA 90638**

Add [hello@mktemail.livingspaces.com](mailto:hello@mktemail.livingspaces.com) to your contacts so our emails always reach your inbox.  
Don't miss an email from us! Click the priority in your Gmail inbox.

Living Spaces is committed to offering you a variety of top-quality, stylish home furnishing at unmatched low prices. If you find a lower advertised price on the same brand and model 30 days before or 30 days after your purchase, we'll match that price plus take off an additional 10%. Simply bring in the ad of the local retail competitor while the lower price is in effect and receive your price match plus an additional 10% off. Please be sure to read the terms and conditions of our policy.

We offer one low, flat deliver fee for our furnishings. Same-day delivery is available in certain areas for purchases made before 4:00 p.m. Delivery location must be within our selected delivery zone. See your delivery options now.

Pickup is available same day in Rialto and at our Phoenix store. Next day pickup is available at any store in Southern California.

Our customer care team is ready to help every step of the way. You can ask for assistance while you're looking through products, and we'll contact you to confirm your purchase and set up a delivery date. On the day of delivery, we'll call when we're on our way. Reach us at [1-877-266-7300](tel:1-877-266-7300) or ask a question online.