



Sunshine Home Material

Cabinetry · Stone · Flooring

Value Quality Factory Direct

Delivery Terms & Conditions

Thank you for using services offered through Sunshine Home Material. By using our services and approving your order, you agree to the following terms and conditions. Please read the following Terms & Conditions carefully before placing an order and feel free to contact our customer service team if you have any questions we can assist you with!

Delivery Area & Scheduling

- I. Pricing based on radius from Sunshine Home Material orders outside of the radius may incur additional charges or may not be fulfilled.
- II. Delivery date scheduled upon over confirmation and may be subject to availability.
- III. Customers will be notified of an estimated delivery timeframe in advance to plan the acceptance of the freight. The driver will remain on site for a 15 minute grace period in the event more time is needed after the grace period has ended, *the customer will be required to re-purchase and reschedule their delivery service.*

Delivery Charges

- I. Standard delivery charges will be included on the final invoice unless otherwise stated.
 - II. Additional charges may apply for expedited shipping, remote or restricted locations, or special handling.
 - III. Additional charges may also apply if a second or third shipment is required due to not fitting on a full truckload or if delivery conditions are not acceptable to our terms.
 - IV. Standard delivery is to the curb. *Additional fees will apply if delivery is needed to the garage or if the site is new construction.*
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Inspection Upon Delivery

- I. Upon delivery, the customer is responsible for inspecting the items for damages or missing contents.
- II. Any damages or shortages must be reported to the delivery driver and noted on the delivery receipt at the time of acceptance.
- III. Please reach out immediately if any damages or shortages are found. We will work to try to resolve the issue as quickly as possible.

Delivery Methods

- I. Customers may elect their preference for shipping services at any time. Our cabinets are delivered via Third-Party courier services using Sunshine Home Material's access to commercial discounts on freight or via Sunshine's Delivery team using our company vehicle.
- II. All deliveries are made curbside unless stated and paid otherwise at the customers expense.
- III. If you require white glove delivery (i.e. delivery and installation service) please contact us for more options available.
- IV. Sunshine Home Material is not a freight or shipping company. Our team uses a 26 foot box truck with liftgate to complete standard deliveries. If specialized services are needed. Please reach out to our team for third-party freight options and pricing.
- V. At any time customers are welcomed to schedule their own shipping services for their orders. If a customer elects this option, please contact our customer service team to receive dimensions and weight of the order once paid for and packaged. A BOL or shipping label must be provided to our team prior to any scheduled pick ups with other freight companies or authorized persons. If no label or communication is provided, Sunshine Home Material will hold the order until shipping proper documents are received. *Sunshine Home Material is not responsible for any rescheduling fees incurred due to issues with the freight company or issues with the shipping documents submitted by the customer.*



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Delivery Restrictions

- I. Delivery to certain locations, i.e. remote areas or difficult access points may be subject to additional fees. Please contact our customer service team to confirm delivery options and pricing for your area.
- II. Our in-house delivery team and most Third-Party couriers will not deliver above the first floor of an establishment or home. If a Third-Party provider is found, elevators are required and the delivery will incur additional fees if requirements are met.
- III. Customers are responsible for ensuring that there is sufficient space and clear access for the delivery team to successfully enter the site and complete the service rescheduling fees apply if the driver cannot gain access within the 15 minute grace period.

Order Tracking

- I. Once an order has shipped, the customer will receive an email notification with tracking information.
- II. At any point, the customer is always welcome to reach out to our team for updates on order progress.

Returns and Exchanges

- I. If a return is needed for your order, please refer to the bottom of your invoice for return conditions or refer to our Warranty & Return Policy located on our website or by contacting customer service.
- II. All return shipping fees are the responsibility of the customer unless the product is defective or damaged upon arrival.

Contact Us

- I. If you have any questions or concerns about our shipping services, please contact us at phone number:
 - **EMAIL** : sales@sunshinehomematerial.com
 - **CALL/TEXT** : 407-704-8117
 - **VISIT** : Main Address- 3827 WD Judge Dr, Suite 110, Orlando, FL 32808
Showroom- 1656 N Goldenrod Rd, Orlando, FL 32807
 - **HOURS** : 8:30am-5pm, Mondays-Fridays.