

**How do we do it? We keep things simple.**

**1**

We partner with the top furniture manufacturers in the business to bring you the absolute best deals on overstocks, showrooms, and one-of-a-kind items.

**2**

We dump traditional costs like expensive real estate, lavish displays & excessive overhead.

**3**

We've dumped the 7-days-a-week model. New product arrives Monday through Thursday and our doors open Friday, Saturday, and Sunday.

**4**

We have a general no return, no exchange policy eliminating extra built-in cost. You can always exchange product damaged on delivery or before you pick it up.

**Returns & Exchanges:**

All sales are final.  
**NO RETURNS.  
NO EXCHANGES.**

You must inspect & report damage before pick up, or before delivery driver leaves your home by contacting a Dump representative. If an item is damaged or defective we'll exchange or professionally restore it based on our experience.

Every piece is unique, and natural materials vary from piece to piece. Items will not be exchanged for slight variations and natural imperfections in wood grain, leather and fabric dye lots or any other general aesthetic reasons.

It's your responsibility to ensure that all items fit through doors and stairways and will fit in your room. Refused deliveries will be subject to a restocking fee of 15% of purchase price. No refunds are allowed for no-fits.

**Optional Five Year Protection Plan:**

To further protect your furniture investment, a Five Year Protection Plan is available for purchase, on most merchandise, excluding mattresses.

\_\_\_\_\_ (customer initials)  
**I AGREE TO PURCHASE** the plan. The Protection Plan has been offered and explained to me, and I have been provided the full details, terms & conditions.

To file a Plan claim:  
**WITHIN ONE YEAR** call Dump Customer Service at 1-800-768-0348.  
**AFTER ONE YEAR** call GBS Enterprises at 1-888-585-4988.

\_\_\_\_\_ (customer initials)  
**I DECLINE TO PURCHASE** the plan. The Protection Plan has been offered and explained to me I understand no returns or exchanges are allowed.

**Delivery:**

To keep costs low, we offer delivery through third-party delivery companies. Email and text confirmation of delivery date/time are sent by the delivery company.

Orders cancelled within 48 hours of scheduled delivery, attempted not-at-home deliveries, and on-the-road cancellations are subject to a 15% restocking fee.

**Customer Pickup:**

\_\_\_\_\_ (customer initials)  
**I CHOOSE TO PICK UP** and transport my product. I am completely responsible for safely loading, securing, and transporting my items, and The Dump assumes no liability for transport.

Orders not picked up within 5 days of purchase, or are canceled within 48 hours of scheduled pickup shall be subject to a restocking fee of 15% of purchase price.

**Special Orders:**

Some configurations and sizes of mattresses, and rugs are special order. All special order mattresses and rugs requires a 50% non-refundable deposit.

**Mattresses:**

All mattress sales are final. The Dump will assist in submitting claims for any mattress sold with a manufacturer's warranty.

We strongly recommend the use of a mattress pad to protect your bedding. Rips, tears or stains, or the removal of the law tag voids all manufacturer warranties.

**Rugs:**

Rugs may be exchanged or returned, within 5 business days, with a \$50 restocking fee, which can be applied to the purchase of another rug of equal or greater value.

\_\_\_\_\_ (customer signature) \_\_\_\_\_ (name print) \_\_\_\_\_ (date)