

# M c G U I R E<sup>®</sup>

## ONLINE STORE: FREQUENTLY ASKED QUESTIONS

### COMMITMENT TO QUALITY:

Your satisfaction with McGuire Furniture's products and services is of the utmost importance. Since 1948, McGuire has been internationally known for creating classic furniture of the finest materials. Each piece of furniture is crafted by trained artisans who bend, weave and form every chair, table or accessory by hand.

If you are not completely satisfied with your purchase, kindly contact our Customer Service team for assistance by calling 800.662.4847 between the hours of 9:00AM and 5:00 PM (PST).

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**HOW DO I PLACE AN ONLINE ORDER?** Within our online store, product can be purchased directly. If you have trouble with the online system for any reason, please call 800.662.4847 between the hours of 9:00AM and 5:00 PM (Pacific) and a Customer Service representative will help you complete your order.

**I JUST PLACED AN ORDER, WHEN CAN I EXPECT TO RECEIVE IT?** In stock items ship from our distribution center in San Francisco within 5-10 business days. If an item is not in stock we will contact you with the expected delivery date.

**HOW CAN I CHECK ON THE STATUS OF MY ORDER?** Within 48 hours, you will receive an email from McGuire confirming your order has been placed. When merchandise has shipped, you will receive an email or phone call confirming the shipment from one of McGuire's preferred carriers. All orders are shipped via ground service by FedEx or one of McGuire's preferred freight carriers depending on the size and weight of the items ordered. To check the status of an existing order, please contact McGuire Customer Service at 800.662.4847 or reference your online tracking number, if applicable.

**HOW CAN I ORDER FABRIC AND FINISH SAMPLES?** Both finish and fabric samples can be ordered directly online from any product detail page. One of each available fabric and finish are free to request per order online. Your order will ship in 5-6 business days. A shipping and handling fee of \$5.95 will be applied to your order.

**IS IT POSSIBLE TO ORDER AN ITEM WITH A DIFFERENT FABRIC THAN WHAT IS SPECIFIED ONLINE?** Product available through the online store is offered in the finish and fabric that is specified online. We are not able to customize product beyond our current offerings. However, McGuire prides itself on the ability to customize finish and fabric on the majority of our offerings. To see the entire assortment, visit [www.mcguirefurniture.com](http://www.mcguirefurniture.com) or to locate a showroom nearest you, please click here: [Where to Buy](#)

**WHERE CAN I SEE McGUIRE FURNITURE IN PERSON?** McGuire Furniture is sold through the company's flagship showrooms in New York, San Francisco; through Baker Knapp & Tubbs Showrooms; select independent showrooms nationwide and through Baker stores. To find a showroom or retail location near you, please click here: [Where to Buy](#)

**CAN AN INTERNATIONAL ORDER BE PLACED?** McGuire's online order process is not set up to take international shipments at this time. To place an international order, please contact McGuire New York by calling 212.689.1565.

**CAN ONLINE ORDERS BE SHIPPED TO ALASKA OR HAWAII?** McGuire's online order process is not set up at this time to ship orders to Alaska or Hawaii. For Alaska, please contact McGuire San Francisco by calling 415.986.0812. For Hawaii, please contact our local dealer at [Pacific Home](#) in Honolulu by calling 808.596.9338.

**HOW CAN I CONFIRM MY ORDER WAS PLACED?** By providing an email address upon placing your order, an email confirmation will be sent to you within 48 hours. If the product you selected is out of stock, our customer service team will advise you of the revised completion date. When your merchandise has shipped, you will receive an email or phone call confirming the shipment from one of McGuire's preferred carriers. For more information on shipping and delivery visit our webpage: [Shipping and Delivery](#)

**DO YOU CHARGE TAX?** Tax is charged if the product is shipping to California, New York, Arizona or Washington State.

**CAN I CHANGE THE SHIP TO ADDRESS OR MAKE CHANGES TO MY ORDER?** Once the order is entered into our system, we are not able to amend the configuration of the product or change the ship to address. To confirm if your order has been entered, please contact McGuire Customer Service by calling 800.662.4847.

**CAN I SHIP TO MULTIPLE ADDRESSES?** It is not possible to ship an online order to multiple addresses at this time. If you would like to ship to more than one address, we recommend that you place separate orders. We apologize for the inconvenience.

**WHAT IS YOUR CANCELLATION POLICY?** In stock items will typically ship within a few days. Your credit card will be charged as each item ships. We will accept cancellations for items that have not shipped or that are on back order. Once an item has shipped, a cancellation is not possible, but you may return the merchandise within 10 business days of delivery. If you choose to return an item which has shipped, a 10% restocking fee will apply and you are responsible for the freight cost.

**WHAT IF MY PRODUCT ARRIVES DAMAGED?** At McGuire, we take great care in creating furniture of lasting value. Each piece of furniture is crafted by skilled artisans who bend, weave and form every chair, table or accessory by hand. Each frame is inspected upon completion and is packed carefully to ensure safe transport. We have selected our shipping vendors for their quality of service and care of the product as well. We encourage you to inspect your items on receipt of your purchase. In the event that

damage occurs in transit or you discover any manufacturing defects, please contact our customer service team within 5 days of receiving your product to file a damage report. Please do not return furniture until you have contacted McGuire Customer Service by calling 800.662.4847 for instructions.

**WHAT IS YOUR RETURN POLICY?** We will accept standard returns within 10 business days of delivery. To return merchandise to McGuire, please contact Customer Service at 800.662.4847 to schedule a return pick up. Upon return, your merchandise will be inspected. A refund will only be issued if merchandise is received in good condition. If damage has occurred in outbound transit or you received defective product, we will exchange it upon inspection. Any taxes refunded will be in accordance with state laws. Shipping charges are non-refundable and the customer is responsible for all return shipping charges. A minimum 10% restocking fee for undamaged goods will apply. We do not accept returns of used or worn furniture.

\*\*Please note that returns will not be accepted at any McGuire, Baker, or independent locations. Product must be sent back to the McGuire distribution center in San Francisco.

**HOW DO I RETURN MY FURNITURE?** To return merchandise to McGuire, please contact Customer Service at 800.662.4847 to schedule a return pick up. To review McGuire's return policy, please visit our return policy webpage.

**WHAT ARE THE OPTIONS AND COSTS FOR DELIVERY?** Shipping charges are based on the value of your order. For complete delivery options and shipping rates, please visit our webpage regarding Shipping and Delivery

**WHAT DOES WHITE GLOVE DELIVERY INCLUDE?** White Glove Delivery includes a delivery appointment, inside delivery, assembly and placement in the room of your choice and removal of all packing materials.

**CONTACT US:** For any other questions, please contact the McGuire Customer Service Team via email [McGuireOrders@kohler.com](mailto:McGuireOrders@kohler.com) or by calling 800.662.4847.