

# FREQUENTLY ASKED QUESTIONS

## HOW DO I GET STARTED?

1. Choose your packages and add-on modules, all featured in this packet.
2. Call our At Home concierge at 1-833-244-9540 when you're ready to order.
3. We'll send a copy of the shipment list to the front desk at your residence.
4. Coordinate delivery to your residence with your building management.

More questions? Email us at [athome@surlatable.com](mailto:athome@surlatable.com) or call our At Home Concierge at 1-833-244-9540. Our experts are available 9am-11pm Eastern Monday through Friday and 10am-10pm Eastern Saturday and Sunday.

## WHAT ARE THE SHIPPING CHARGES?

Shipping charges are 5% of the merchandise value for orders over \$500. Orders \$499.95 and under are subject to normal tiered flat-rate shipping fees. Express shipping is available for an additional 1% fee.

## CAN I MAKE SUBSTITUTIONS?

We can't make substitutions within our existing packages, but we're here to help you find your perfect kitchen. If you don't see what you're looking for, our concierge will be happy to help you create a custom package from scratch.

## HOW MUCH DO THE PACKAGES COST?

Our kitchen packages start at \$4,000 and our dining packages start at \$1,550. Our specialty add-on packages are priced at \$500 and below.

## WHAT IS YOUR RETURN POLICY?

We guarantee the quality of every product we sell. If you aren't completely satisfied, our At Home concierge will be happy to help you with any returns within 60 days. Just call 1-833-244-9540.

## HOW LONG WILL DELIVERY TAKE?

Items are generally shipped via UPS at a standard shipping rate based on the total merchandise value. Items that ship Standard Delivery arrive in 7-10 business days.

Need your delivery sooner? Express shipping is available, with a 1-day processing turnaround. Shipment will arrive within 1-2 business days for an additional 1% shipping charge. Due to the large number of packages, we do not offer overnight shipping.

## WILL I RECEIVE ALL THE ITEMS IN MY ORDER AT THE SAME TIME?

While we can't guarantee everything will arrive on the same day, we make every effort to simplify delivery. We'll group items when possible, and if anything is delayed or unavailable, we'll let you know right away.