



DE LA ESPADA



## After Ordering

De La Espada works hard to offer the highest level of service at every stage of the furniture buying process from selection of items and purchasing to delivery and maintenance.

What can you expect after you place an order with De La Espada?

# Handmade For You

To meet our swift leadtime, manufacture of your furniture begins immediately upon receipt of full payment.

Every piece of furniture is handmade using traditional materials and construction methods by a small team of dedicated craftspeople.

**Your furniture is ordered and built specifically for you, and an individual who cares about quality personally looks after every stage of the manufacture of your furniture.**



# Reliable Leadtime

The lead-time for all of our products is an estimation comprised of the time it takes to manufacture your furniture plus the shipping time.

**We pride ourselves on having accurate lead times.**

We do our best to meet the time estimated, however factors outside our control may occasionally cause delays. Though very rare, we will notify you of any foreseen delays should they occur.

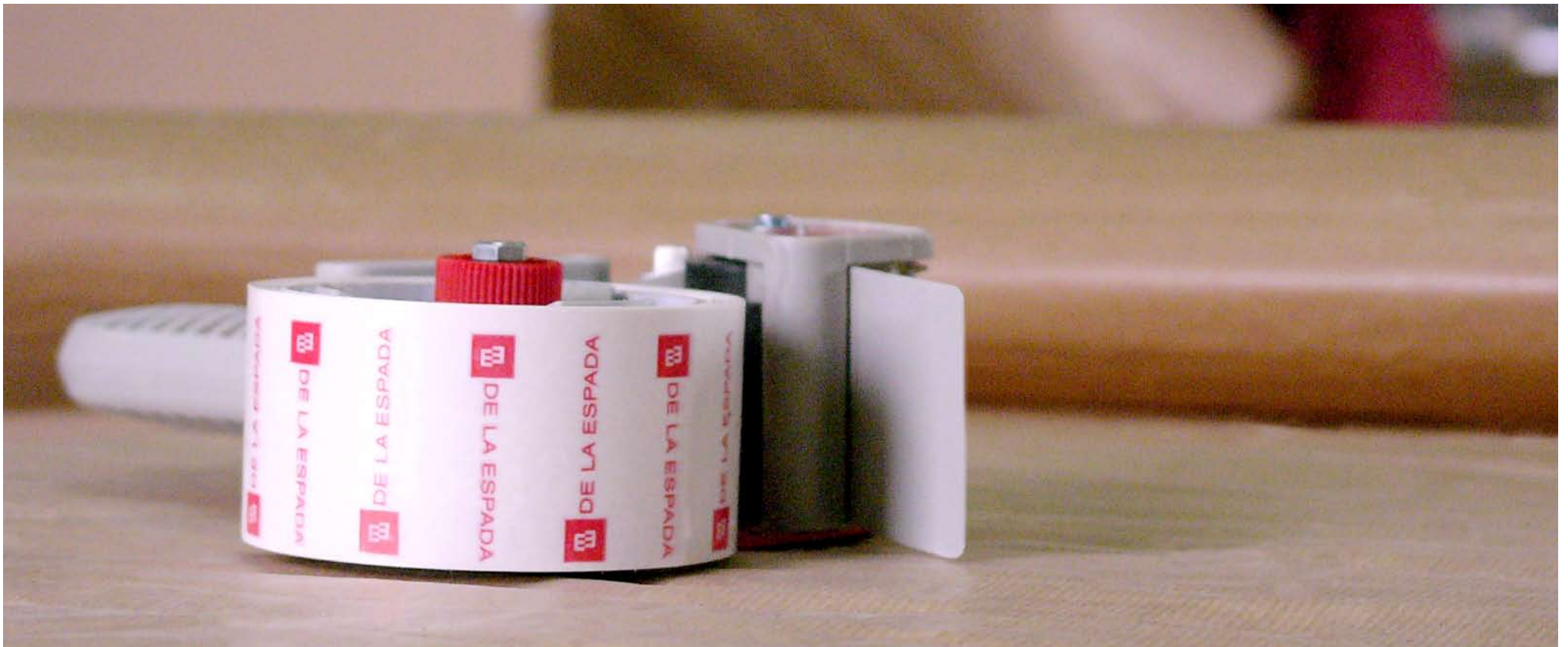
# Delivery Scheduling

Once your furniture has arrived we will contact you to book your delivery for the first available delivery date that is convenient for you.

All deliveries take place during working hours from Monday to Friday.

Availability of delivery slots may vary depending on a number of factors including order volume.

We cannot offer a specific delivery time in advance, however our delivery team will contact you the morning of the delivery date with an estimated arrival time.



# White Glove Delivery

**Our trained delivery team performs white glove deliveries within the designated New York and Los Angeles areas.**

They have been trained in all aspects of our furniture construction and assembly to offer the highest level of service.

Our team will not be able to move or remove any existing furniture so please make sure any necessary items are removed prior to delivery.

The White Glove delivery service involves our reliable delivery team carrying the goods into your home, assembling and positioning them as well as disposing of the packaging.



# Life With Your Furniture

Upon delivery you will receive care instructions to help you keep your furniture in excellent condition over the years.

If you ever have specific care queries, our sales team is always available to offer advice.

Should you move house, De La Espada will happily supply you with complete, straightforward assembly instructions to aid you in your move.

**The superb materials and craftsmanship of our products means you will enjoy your furniture for many years to come.**



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[www.delaespada.com](http://www.delaespada.com)