

## Client Referral Procedures

### **BEFORE REFERRING CLIENTS TO FURNITURE SHAREHOUSE, PLEASE NOTE:**

1. We only take referrals from Member Agencies. Go to [www.furnituresharehouse.org](http://www.furnituresharehouse.org) to see if your agency is already a member or to learn how it can become one.
2. Obtaining furniture from Furniture Sharehouse is a **ONCE IN A LIFETIME OPPORTUNITY**. We want to help as many people as we can and can only serve a client once. Ask your client if s/he has visited Furniture Sharehouse in the past – we check against our database.
3. Please make sure your client understands that all **OUR FURNITURE IS USED** and distributed by us “as is” – there are no guarantees as to condition or functionality.

### **MAKING AN APPOINTMENT FOR YOUR CLIENT:**

1. Every Member Agency has a Furniture Sharehouse Designated Contact. Your Agency's Designated Contact must “certify” to Furniture Sharehouse that you have been authorized to make client referrals in order to request an appointment.
2. There is a \$25 Appointment Fee payable to Furniture Sharehouse for each appointment. Your Agency may have prepaid referrals, so check with your Designated Contact for agency procedures.
3. In consultation with your client, complete the Client Referral Form in conjunction with your client to provide us with detailed information about your Client's specific needs and delivery issues. Please note that the Form includes a Health Questionnaire that must also be completed. In addition, we request that you obtain photos from your client of his/her building's entryway, hallways and stairways (if no elevator) so we can be aware of any size restrictions for furniture selection and delivery.
4. Upon completion, submit the Client Referral Form, Health Questionnaire and photos to [office@furnituresharehouse.org](mailto:office@furnituresharehouse.org). Once we have received the Form, client photos, referral fee and delivery fee (if applicable), we will contact you to offer TWO AVAILABLE DATES for that client. You must respond confirming one of the two dates within five business days (expiration date will be specified) or those dates will EXPIRE and be given to someone else, and you will have to request new dates for that client.
5. Prior to the Appointment Date, a Furniture Sharehouse Volunteer Personal Shopper will call the Client to review his/her specific furniture requests as detailed on the Client Referral Form. If desired by the Client, and if possible, the Shopper will make arrangements for the Client to be available BY PHONE on the Appointment Date at a specified time to receive photos or verbal descriptions of some furniture items to assist with the furniture selection process. **IMPORTANT:** Phone consultations will not necessarily include photos of all items requested, but the Shopper will do his/her best to provide the Client with 2-3 choices of the major items such as sofa, armchair, and dining table. Other items will be selected by the Shopper at his/her discretion based on the information provided by the Client on the Application and prior phone consultation.

### **FURNITURE DELIVERY**

#### **1. DELIVERY OPTIONS:**

**OPTION 1: SELF-DELIVERY (no fee): CLIENT PICKS UP FURNITURE FROM THE WAREHOUSE.** On a mutually-agreed day and time, your client will come to the warehouse with a van or truck, people to help load the furniture and all necessary packing materials, ropes, etc. to secure the load. The selected furniture will be placed outside by our staff and client will be

responsible for loading it onto his/her own transportation. Client will not be allowed to enter the warehouse.

**OPTION 2: CURBSIDE DELIVERY (\$75 Fee): DRIVER DROPS FURNITURE CURBSIDE AND CLIENT BRINGS IT INTO THE APARTMENT.** Driver will make an appointment directly with Client specifying date and time of delivery, and Client must be present to receive delivery.

(Note: Curb-Side **NOT AVAILABLE** to these towns: Bedford, Katonah, Chappaqua, Mt. Kisco, Montrose, Verplank, Mohegan Lake, Buchanan, Cortlandt Manor, Peekskill, Croton, Ossining, Yorktown Heights, Goldens Bridge, Pound Ridge).

**OPTION 3: IN-HOME DELIVERY (\$150.00 Fee): DRIVER WILL BRING FURNITURE INTO APARTMENT.** Driver will make an appointment directly with Client specifying date and time of delivery, and Client must be present to receive delivery.

- 2. DELIVERY TIMING:** Client must already be occupying the apartment where the furniture is to be delivered, and **MUST BE ABLE TO ACCEPT** delivery immediately following selection. Delivery will usually occur by the weekend – **NOTE that it is not necessarily same day.** Our moving company representative will contact the client directly to arrange the day and time.
- 3. DELIVERY PAYMENT:** Applicable Delivery Fee must be paid by Agency check, cash or money order payable to **LLD Services LLP**. No client checks will be accepted. Payment may be made by client directly to driver upon delivery, or mailed to:

**Furniture Sharehouse, P. O. Box 702, Larchmont, NY 10538**

- 4. CLIENT NO-SHOW AT DELIVERY TIME:** If the Client is not present on the day and time agreed with the Driver to accept delivery, the Client will still owe the delivery fee. Our Driver will bring the furniture back to our warehouse, and if the Client wishes the furniture to be delivered again, s/he will have to pay a both the initial Delivery Fee and a second Delivery Fee. This requirement stems from the fact that the driver has already earned the first delivery fee by loading and attempting delivery of the furniture and must be compensated for his time and labor.
- 5. IN-HOME DELIVERY MANDATORY HEALTH PRECAUTIONS:** Driver will call the Client upon arrival and request that only one family member greet Driver at the entrance to the apartment **WEARING A MASK**, and that all other persons present in the apartment be in a separate room for the duration of the delivery. Driver will place the furniture just inside the entrance to the apartment but will not take the furniture further into the apartment. Driver has the right to refuse to deliver the furniture if Client fails to comply with these precautions or if the Driver has any other reason to feel unsafe.

### **FURNITURE SELECTION IS FINAL**

While our Shoppers will do their best to select furniture in keeping with the Client's express requests, the selection will be limited by the inventory available at our warehouse on the day the furniture is selected. Your Client agrees that s/he will accept the furniture selected by the Shopper, and that none of the items can be returned or exchanged. The Referral Fee and the Delivery Fee are non-refundable.

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***Thank you for working with your client to make sure the above procedures are followed. We are all working towards the same cause – getting your clients the furniture they need to transform their empty apartments into comfortable homes while keeping them, you and our volunteers and moving crew safe and healthy. As always, if you have any questions or concerns, please contact us at [office@furnituresharehouse.org](mailto:office@furnituresharehouse.org) to let us know!***