

Expectations for a successful service!



Thank you for your order! We look forward to providing service for you and have included some information here to ensure success.

What you can expect when you order our assembly service:

- After we have received your order in our system, we will contact you to review your purchase and confirm product arrival times. Most assemblies do not occur on the same day as delivery by the freight team.
- You can expect your assembly to be completed within 10 business days of the arrival of the shipment to your home. Please note: Seasonal spikes in volume may cause an extension of this service window.
- Weather and site conditions are important! We require that temps be above 40 degrees on the day of service since we'll be working outside. If the ground is wet or there is a likelihood of rainy conditions on the day of service, we may have to reschedule.
- On the day of service our professional, courteous team will call 30-60 minutes before their arrival.
- Our team will consolidate the packaging materials and debris and place them in one location, of your choice, on your property.
- Maintenance is important! Please be sure to ask your technician any questions about maintenance that you might have while they are onsite. Your owner's manual is a great source to reference for this also.
- Our assembly services carry a 30 day labor warranty.

What to prepare for before the assembly team arrives

- For a complete description of our services by product type, please visit our website: <https://www.goconfigure.com/services/>
Here you will find all of our site prep tips and space requirements to build your product.
- Please have an adult customer present for the entire installation.
- Please arrange for pets and children to be in a separate area during the entire installation process.
- Please ensure we will have access to an electric power outlet, preferably no more than 200' from the installation site.

Important Note:

Failure to complete any of the steps described above may result in delays or the need to reschedule for a different day. If you have any concerns, please call us at 1-888-888-5424 or email us at support@goconfigure.com so we can work with you to resolve any worries you might have.