

## Goodmans Rental Department Personal Service Guarantee

**We guarantee** that our drivers will be there to deliver or pick up your furniture on the date promised.

**We guarantee** that your furniture will arrive clean, undamaged, and comparable to that on display in our showroom.

**We guarantee** that if a substitution is unavoidable, the item substituted will be of the same or higher value than the item ordered, and that you will be given the option to keep the item substituted at no additional charge or to exchange it on the first available delivery date after your original selection is again in stock.

**We guarantee** that within one week after delivery, if you are unhappy with the condition of any piece of furniture, we will exchange it within two business days.

**We guarantee** that if any of the above commitments are not met, you will not be charged for the unacceptable furniture until the problem is corrected. Finally, if the problem cannot be corrected, we guarantee to pick up your furniture and refund your original payment