



Imperial USA

Pool Table and/or Shuffleboard Delivery Satisfaction Agreement

This item is a special order item. There are no returns on this item except in the case of pre-existing damage or manufacturer defect.

The customer must inspect the item for damage upon installation and must immediately notify Imperial USA customer service at install@imperialusa.com to report any damage. If the item is damaged when it is delivered to you or during the installation process, Imperial USA will arrange for the item to be repaired within 30 days of the delivery date. Any manufacturer defect must be identified within 30 days of installation; customers can email install@imperialusa.com to arrange for an installation team to assess the nature of the defect and/or arrange for repair, exchange, or refund of the purchase price at the option of HB Home.

Upon installation, the customer is responsible for inspecting the table for defects and overall appearance. In the case that there is a defect, the care center will contact our customer service team at install@imperialusa.com who will work with the local installation team to trouble shoot at the customer's home.

Once the table is completely leveled and installed, it should not be moved without professional assistance as it is a large, heavy piece of furniture in which a precision game is played. Imperial USA can offer moving or re-leveling services when applicable. If the table is moved after the installation by another party, the warranty is then voided.

I ACKNOWLEDGE THAT I HAVE REVIEWED, UNDERSTAND AND AGREE WITH THE TERMS OF THIS SPECIAL ORDER ITEM RETURN POLICY.

Customer Name: _____

Customer Signature: _____

Date: _____

Installer Name: _____

Order Number: _____