

TO THE TRADE MEMBERSHIP INFO

We are excited to work with you! Just a few nuts and bolts to keep in mind:

MEMBERSHIP

Lovesac To the Trade Membership is not transferable. A membership card can only be used by the named card holder. The named card holder must present his/her valid membership card and valid photo identification in person to receive the trade discount at time of purchase.

Prior to receiving your approved membership card, you may make a one-time purchase using your Lovesac To the Trade discount upon completion of the application and submission of required forms.

Misuse of membership privileges may result in membership termination. This includes, but is not limited to: use of the trade discount for personal purchases, any resale of merchandise purchased using the trade discount through any retail outlet (e.g., resale on or through any retail or auction Web site or store), reimbursement of trade discount upon merchandise return, transfer of membership, allowing others to use the membership card (e.g., sharing the card with a client), and submitting false, expired or misleading information in connection with a membership application.

Lovesac to the Trade Membership is valid for a 3 year period.

TRADE DISCOUNT

Your To the Trade discount is 20% off of MSRP. It is not valid with any other offers, on floor samples, on purchases of gift cards, shipping and processing fees or taxes. The trade discount is not redeemable for cash or Lovesac Referral Rewards.

Lovesac reserves the right to adjust the trade discount at any time.

MEMBERSHIP CARD

A membership card is valid until the expiration date noted on its face side. Lovesac is not responsible for cards lost, damaged or stolen, or for any unauthorized use of cards. Lost, stolen or damaged cards may be canceled and replaced at the sole discretion of Lovesac upon receipt of the required business documentation. The membership card is not a credit card.



SHIPPING

Lovesac offers four delivery service options

Pick Up at Store

Merchandise is taken from a store location at either the point of sale or upon arrival at the store.

Fast & Free UPS/FedEx Delivery

Our Fast & Free UPS/FedEx delivery option ensures the order will ship within 7-10 business days. Tracking information will be available once the order has shipped.

This service is free for both shipping and returns within the return policy. Items purchased with this delivery service method may not ship as one shipment as product ships from multiple warehouses.

Shipments are left at the customer's doorstep when weather conditions allow. Signatures are not required unless UPS/FedEx deems it necessary in the customer's local area. Orders are delivered Monday through Friday with no advance call.

In-Home Premium Delivery & Packaging Removal (\$200)

Lovesac certified delivery partners will schedule a 4-hour delivery window, deliver the products to the room of choice, unpack the products, and remove all of the packaging materials. Sectionals Seats and Sides remain sealed in plastic with cushions, shoes, and clamps intact.

This service is \$200 and includes delivery within 75 miles of a Lovesac store or distribution center.

Extended In-Home Delivery Area (\$499)

For those who reside more than 75 miles outside of a Lovesac store or distribution center, they can receive In-Home Premium Delivery & Packaging Removal services for a flat rate of \$499.

TO THE TRADE

FAQS CONTINUED

TAXES // EVERYBODY PAYS TAXES

Sales tax exemption is applicable only in the US and to those who have a valid reseller's license or tax identification number. To be tax exempt from sales tax at Lovesac store locations, a copy of the corresponding Tax Exempt Certificate must be presented at the time of purchase. Sales tax will be applied to all orders until a valid certificate is received. Tax exemptions will not be adjusted at a later date if the Tax Exempt Certificate is not present at the original time of purchase.

FORMS OF PAYMENT // YOU DO HAVE TO PAY

For your convenience, we accept Visa, MasterCard, American Express, Discover Card, Lovesac Credit Card (standard everyday offers), wire transfers, or company checks. If you wish to pay with company check, orders will be held until confirmation is received verifying the check has cleared. Lovesac to the Trade Membership card must be present at time of purchase.

RETURN POLICY // WE WANT YOU TO BE HAPPY!

If for any reason you decide your purchase isn't what you want, need or like, you can return it by contacting us to obtain a return authorization and arrange the return shipping process. You have 30 days from the ship date of your order to return your purchase. Custom items and delivery charges are not eligible for return or refund.

RENT OR LOAN OF FURNITURE

At this time, Lovesac does not offer the rental or loaning of furnishings.

