

RH

FURNITURE MEASURING & DELIVERY GUIDE

THIS INFORMATION WILL HELP ENSURE THAT THE FURNITURE YOU SELECT FITS IN YOUR HOME.
USE THIS STEP-BY-STEP MEASURING GUIDE FOR A SUCCESSFUL DELIVERY.

01

CONFIRM ALL PRODUCT DIMENSIONS

Our website provides width, depth and height for every piece of furniture. In addition, we provide the diagonal measurement for sofas, chairs and sectional pieces. Furniture width must be less than the height of any doorway, stairway or hallway that the item will need to pass through. Diagonal depth must be less than the width of any relevant doorway, stairway or hallway.

WIDTH _____

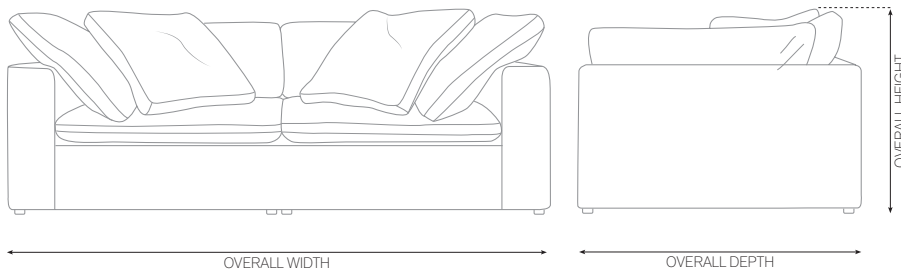
DEPTH _____

HEIGHT _____

DIAGONAL _____

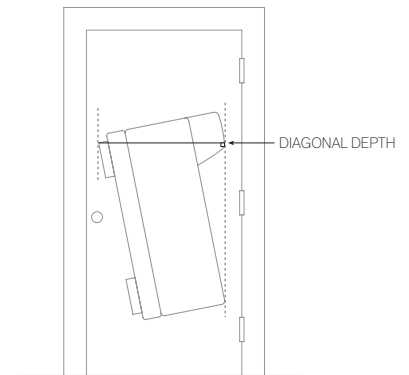
HOW WE MEASURE

Furniture is measured at the tallest, deepest and widest points of the product, including overhangs, angles, outward curves and arms.



DIAGONAL DEPTH

This measurement is important when furniture will need to be brought in at an angle.



02

MEASURE THE SPACE WHERE YOUR FURNITURE WILL LIVE

Identify where you intend to place your furniture. Check the width, depth and height of the item on our website, and make sure it will fit in the space you've chosen. Consider creating a floorplan to scale, or marking out the width and depth of your furniture on the floor with painter's tape.

WIDTH _____

DEPTH _____

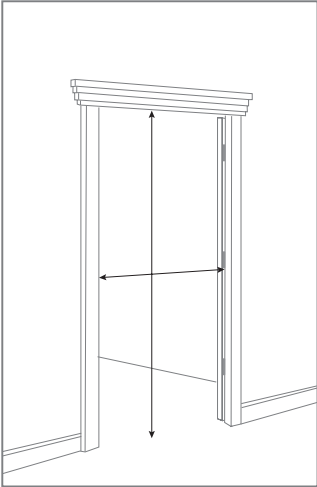
HEIGHT _____

03

MEASURE THE PATH FOR DELIVERY

Determine the best pathway from outside your home to the room where your furniture will be placed. Measure every doorway, elevator, staircase and hallway that the item will pass through. For apartment buildings or homes with elevators, it is important to measure the elevator interior height, elevator opening and distance to the opposite wall. Also measure entry clearances – the distance between the

doorway and the opposite wall – in the event that the furniture needs to turn a corner. Compare these measurements to the dimensions of your new furniture to ensure that our delivery professionals can navigate through entryways and around obstacles.

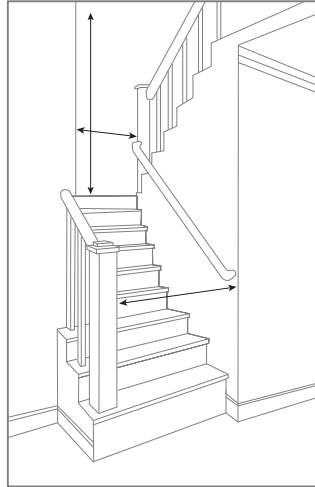


DOORWAYS

- Measure the interior width and height of all doorways
- Check how wide your door can open
- Check for any architectural details that may impede access

DOORWAY 1 _____

DOORWAY 2 _____

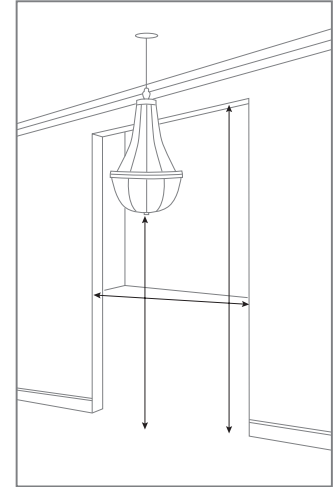


STAIRWAYS

- Measure the width of your stairway, taking into account any handrails or posts
- Measure the height from the top and bottom steps to the ceiling
- Make sure the item can fit on and around landings

STAIRWAY 1 _____

STAIRWAY 2 _____



HALLWAYS

- Measure the width of hallways, taking into account any twists or turns
- Check for any architectural details and low-hanging fixtures that may impede access

HALLWAY 1 _____

HALLWAY 2 _____

PREPARING FOR DELIVERY

SCHEDULING YOUR DELIVERY

When you schedule your delivery, please notify RH of any special requirements, such as the need for small trucks to navigate narrow roads and driveways, restricted delivery time frames due to local ordinances, gated entry access, proof of insurance for high rise and condominium buildings, multiple flights of stairs or service elevator reservations.

WHAT TO EXPECT ON DELIVERY DAY

Most furniture items and select non-furniture items that qualify for Furniture Delivery include delivery inside your home, where experienced white glove delivery service professionals will carefully unpack and inspect each item, assemble it and place it in your room of choice. For your convenience, all packing materials will be removed. We ask that you closely inspect your item(s) before our delivery team leaves your home.

Note that our delivery professionals are not permitted to move furniture currently in your home, nor are they allowed to move or set up electrical equipment or remove doors from hinges. Before our delivery team arrives, please prepare your home:

- Clear a path, moving any furniture or artwork that's in the way
- Secure low-hanging light fixtures
- Set rugs in place
- Confine pets to another room

It is your responsibility to ensure that all furniture items will fit through any access points such as doorways, stairways, hallways, elevators and around corners into the desired location.

OUR RETURN & DELIVERY POLICY

Returns are not accepted for special orders. Once delivered, special order returns or exchanges due to customer preference or any other reason cannot be accepted. See our [RETURN POLICY](#), or [CONTACT US](#) for details.