

## Delivery/Pick Up

At What's Your Consignment we try to go above and beyond to both our customers and consignors. We are a small business, with big business benefits. We want to make sure whether you are consigning something or have purchased something, that we can get it to where it needs be in a timely and cost efficient way. We believe that this type of *customer service* sets us apart from the rest.

### Consignors:

Being a local business we offer a very unique service to our local neighbors. If you are located within the *Geneva* or *St. Charles* area we will come pick-up your items **free of charge**.

Outside of these areas there will be a small fee for pick-up. Depending on where you are located fees will start at **\$25 to \$100**. Ex; *Batavia* would be \$25 where as *Chicago* would be \$100. Please call or email for specific rates.

### Customers:

Customers who purchase items through WYC can take advantage of our delivery service. Fees vary by location, please call or email for specific rates. Customers who have purchased item(s) have **5 days** to pick up their purchase(s) or make arrangements for us to deliver their purchase(s).

### Policies & Procedures:

- 1) Pick-Up and Delivery of Merchandise is **First Floor or Garage ONLY**.  
*(WYC will not go up or down stairs, this also includes traveling around a house, through a long yard or up or down a hill with said merchandise to get to the truck)*
- 2) Waiver may be required, as we are **NOT** responsible for damage of property or merchandise during move.
- 3) WYC is not responsible for set-up or assembly of merchandise  
*(ex; beds, dressers w/ mirrors, tables w/ legs or other product taken apart to move)*
- 4) No refunds or exchanges will be given for delivery or merchandise
- 5) This is a drop off service, **we are not professional movers**.