west elm

DELIVERY AND ASSEMBLY

It is our goal to deliver your order to you as quickly as possible. Therefore, items ordered at the same time may arrive at your home on different days.

IN-HOME DELIVERY: Our In-Home Delivery team, servicing the contiguous 48 states, ensures that your furniture arrives safely in your home. Your furniture is shipped to a local delivery facility, and upon its arrival, a representative will call to schedule delivery. Deliveries are made Monday through Friday; Saturday delivery is available in limited areas. Your purchase will be carried up most standard staircases, brought into your home and delivered to the room of your choice.

In addition to the above services, armoires, dressers, wood bed sets, media cabinets, dining tables and most desks will be removed from their packaging at the local delivery facility, inspected and "blanket-wrapped" prior to final delivery to your home. Our delivery team will assemble these furniture pieces and remove all packaging from your home.

UPS DELIVERY: Smaller furniture pieces are sent via UPS. Rush Delivery is available on limited items for an additional charge. Items shipped via UPS can be tracked while en route to your home. Deliveries are made Monday through Friday. Some pieces may require assembly upon arrival.

LOCAL DELIVERY: Some furniture is stocked in your local west elm store and available to take home immediately. Our Sales Associates can arrange delivery of these items via a local delivery service.

QUESTIONS: We are available to answer your questions about the delivery of your furniture items. Contact us seven days a week, 7:00 am – midnight EST, at 1.888.922.4119.

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HOW TO MEASURE FOR DELIVERY

Once you've selected your new furniture, it is important to be sure that it can be delivered through all entry-ways, elevators and stairways. Follow these simple steps to help ensure an efficient delivery:

1. Measure the height and width of your entryway, including elevator doors and interiors.
2. Use the furniture measurements to determine whether the piece can go straight through the entryway, at an angle, or on-end.
3. Make sure that there is a clear and unobstructed path in front of and beyond each doorway. Make note of any fixtures, decorative moldings, interior walls, ceiling heights, stairwells and banisters that may pose an obstacle once furniture is inside.

Furniture can be brought straight in if:

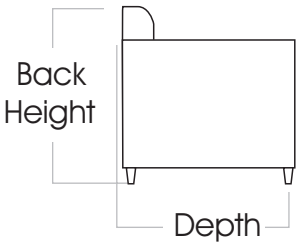
- the back height or depth of the piece is less than the width of each doorway, entryway, hallway or staircase.
- all pathways, stairwells and hallways – including any turns – are unobstructed or wide enough for the piece.

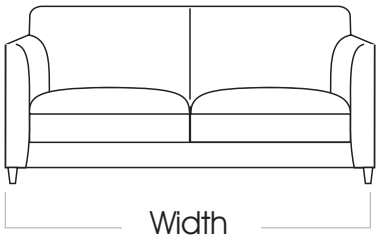
Furniture can be brought in at an angle if:

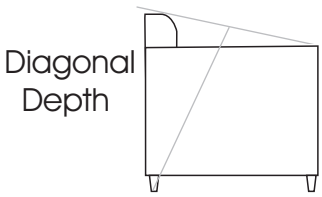
- the depth of the piece is less than the width of the doorway and the amount of unobstructe clearance for all doorways, stairways and hallways is adequate to allow for the piece to clear.

Furniture can be brought in on-end if:

- there are obstructions on either side of the any doorway that prevent it from being brought straight in.
- the width of the piece will clear the height of the doorway when the piece is on end.
- the diagonal depth will clear the width of the doorway.
- once inside, the piece will clear all widths and ceiling heights of all hallways and stair-ways, including turns.







For more information or assistance, call 1.888.922.4119 or go to www.westelm.coom.