

Warehouse Pick Up Guidelines

- Calling ahead is NOT required, but it will minimize your wait time. Please have your sales order number ready. Be sure items will fit in your vehicle. If you're not certain, measure your cargo space & call us for dimensions.
- Bring blankets or pads to protect furniture that comes to us "blanket-wrapped" or furniture removed from original packaging in order to fit your cargo space. You are solely responsible to ensure all items are protected & secure.
- Bring tie downs or cargo straps if you have a truck, moving van, or roof rack. We are NOT allowed to tie anything down for you and do not have materials for securing objects.
- When you arrive at our warehouse, drive under the blue awning, stay in your vehicle and call the phone number on the door – 413-527-5892. Please have your sales order number ready.
- We will bring your items out the roll-up door to the left and place them by your vehicle.
- For no charge, and upon your request, we can help you load your vehicle. Please be aware that you are solely responsible for any damage that could occur to you or your vehicle during or after loading.
- You are expected to pick up your completed order within 4 weeks. If items remain longer in our warehouse they will be subject to storage fees.



Please Pick Up Large Items From Our Easthampton Warehouse

This includes:

- | | |
|------------|---------------|
| • Sofas | • Chairs |
| • Beds | • Nightstands |
| • Dressers | • Futons |
| • Mattress | • Tables |
| • Desks | • Large Rugs |

Please Pick Up Small Items From Our Northampton Showroom

This includes:

- | | |
|----------------|-----------------------|
| • Pillows | • Mattress Protectors |
| • Futon Covers | • Lamps |
| • Mirrors | • Wall Art |
| • Accessories | • Small Rugs |

FLY BY NIGHT

Delivery & Pick-Up



Fly By Night Showroom
21 State St

Northampton, MA 01060
413-586-1464

SHOWROOM HOURS

Monday-Saturday 10am-6pm • Sunday 12-5pm

Fly By Night Warehouse
4 Industrial Parkway
Easthampton, MA 01060
413-527-5892

WAREHOUSE HOURS

Tuesday-Saturday 10am-5:30pm

Delivery Fees & Scheduling

- All Fly By Night Deliveries are “White Glove” and include placement of purchased items, basic assembly, and removal of all packaging.
- Deliveries are a flat fee with no surcharge for multiple items.
- All items must be paid in full before delivery can be scheduled.
- Deliveries are scheduled weekdays within an agreed upon two-hour time window.
- We will contact you as soon as your order is complete and ready to be delivered.
- Once your order is completely ready, you are expected to be able to take delivery within 4 weeks. If items remain longer in our warehouse they will be subject to storage fees.
- Deliveries changed or canceled within 48 hours of the scheduled day & time will incur a redelivery fee.
- We reserve the right to cancel and reschedule deliveries due to hazardous weather conditions.
- Delivery is also available throughout New England and the Eastern Seaboard via our third party delivery partners. Please ask for the fee to your location.

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Your Responsibilities

- Make sure all items you purchase will fit through doors, halls, and stairways of your home. Remove any doors or railings that impede entry before we arrive.
- Rooms must be ready for delivery. Clear the space completely where your items will go. Clear a path to the space by removing all items obstructing easy access. Protect pictures or art by removing them from stairways & hallways.
- Snow and ice must be cleared from driveways and sidewalks. Please apply salt or sand for safety.
- Turn on exterior lights during the winter months when it gets dark early.
- At their sole discretion, our delivery team may refuse delivery if your road or driveway is not plowed or your walkway is slippery or otherwise unsafe.

Our Delivery Team is NOT Responsible For

- Re-arranging existing furniture
- Moving existing furniture to another room in the house
- Moving existing furniture out of the house unless removal has already been scheduled and paid for
- Removing windows, doors, or railings.
- Attaching anything to a floor, wall, or door
- Disconnecting, removing, relocating or connecting electronics.
- Removing their shoes . Moving furniture shoeless is dangerous.
- Leveling crooked furniture, drawers, or doors caused by sloping or uneven floors.

Removal Policy

- Removal of existing items is available for a fee depending on size and weight. Please ask us.
- Removal is restricted to a one-for-one basis. (i.e. If we deliver one sofa you can pay us to remove only one sofa).
- We do NOT remove rugs or carpets.
- Removal can only occur while we are delivering your new items.
- Removal must be paid in full before it can be scheduled or added to an existing delivery.
- At their sole discretion, our delivery team may refuse removal of excessively large or heavy items or items that cannot be removed without damage to your home. In such case any removal fees will be refunded.
- At their sole discretion, our delivery team may refuse removal of excessively soiled or unhygienic items. In such case any removal fees will be refunded.
- Please be aware that our inability or refusal to remove existing items is **NOT** cause for new purchases to be refused or returned.

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