**Quick Facts**

**Greeting:**

Good morning/afternoon, Leader’s Furniture Solution’s Center, this is \_\_\_\_\_\_\_\_\_\_. How can I help you?

**Solutions Phone Number:**

727-254-5580

**Delivery/ In Home Service:**

* A standard delivery/pick-up charge is $149.00.
* This charge is good for one year of in home service from the date of the original delivery
* If a customer repurchases a delivery charge through Solutions, it comes with another year of in home service.

**Labor Charge:**

* Standard labor charge for any repair is $40.
* Potentially more expensive repairs include, push button on umbrellas, install of Tropitone URComfort cushions and more than x5 central cushions.

**How to Read a Rack Location**

R38154~~5~~

* First two digits represent the aisle number listed on the end of the row.
* The second two digits represent how many bins back the item is.
* The second to last digit represents how many levels up the item is.
* The last number is dropped and not relevant.

**To Send a Caller Directly to Someone’s Voicemail**

* While on the call, press the transfer button, the image of a torso with an arrow
* Press the \* key.
* Enter the extension that you wish to transfer to.
* Press the transfer button again.

**Warehouse Pick Up Hours:**

Monday-Friday: 10am-5pm

**Add-On Cut Off Times**

Shuttle Transfers: 3pm the day before

Delivery Add On: 3pm the day before

\*\*\*No Exceptions Can be Made\*\*\*