



Your Guide to the Stompa Delivery and Assembly Service

Your Stompa bed will be professionally assembled upon delivery by our delivery and assembly partner, Jade Home Assembly.

We are currently advising delivery lead times of approximately 7-14 days.

Once your order has been received, you will receive an introductory text message from Jade Home Assembly.

Jade Home Assembly will follow with a telephone call to book a delivery date once a date has been scheduled which is usually within a week of ordering.

If you need to defer delivery with Jade Home Assembly, or if an offered delivery date is not convenient then this is not a problem. Please simply advise them of this when they call.

We understand that plans can change. You have the flexibility to reschedule your appointment up to two working days prior to a booked delivery date. Cancellation of a booked delivery date within two working days may incur additional delivery charges.

On the day of delivery, the driver will contact you approximately 1 hour prior to arrival.

Please ensure the room is cleared of any existing furniture before the assembly team arrives and that enough space is available for them to build the bed.

Once the assembly team completes their work, they will allow you to inspect the bed to ensure it meets your satisfaction prior to you signing to confirm delivery.

In the unlikely event that any issues are found during assembly, the team will make a note of these and return at a later date to correct.

For further details, refer to our Delivery & Assembly information provided below:

Delivery and assembly services are available in Mainland UK only.

Delivery appointments will be booked in advance for Monday to Friday, 07:00-18:00.

During appointment booking, it's crucial to inform Jade Home Assembly about:

- a. Non-standard access, such as living in a flat above the 2nd floor or any specific lift access requirements.
- b. Parking availability and any necessary permits. Inform about any parking restrictions due to local regulations.
- c. Off-site parking options and unloading arrangements.
- d. Any commitments or schedule constraints on the delivery day, such as appointments or school runs.

The assembly team requires a responsible adult to be present throughout their visit. They won't remove footwear for safety reasons but will use shoe protectors. Protect flooring as needed.

Ensure the room is clear of obstacles, and access is unobstructed for the assembly team.

Assembly teams document completed orders for records and training purposes, including any service issues.