

WILLIAMS-SONOMA, INC.

BUSINESS TO BUSINESS

US DELIVERY SERVICES

Online Orders

Self-service online order placement

STANDARD UPS & WHITE GLOVE FURNITURE DELIVERY

- White Glove Furniture = Pre-scheduled delivery with furniture assembly
- UPS = Front door delivery, ships as ready
- Standard brand shipping rates (note: all orders over \$50k are subject to a 10% delivery charge)

In-Store & B2B Sales Team

Work with your dedicated B2B Account Executive or an in-store Trade Specialist

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CONSOLIDATION – UPS ONLY

- Available on orders \$15k+ containing UPS items only
- Consolidation of UPS items for scheduled truck delivery
- Items deliver in-box
- Fee – 10% of product subtotal

CONSOLIDATION – FURNITURE DELIVERY + UPS CONSOLIDATION

- Available on orders \$15k+ containing UPS items and furniture
- Consolidation of UPS items with furniture for scheduled truck delivery
- White glove furniture assembly
- UPS items deliver in-box
- Fee – 10% of product subtotal

FULL SERVICE DELIVERY

- Available on orders \$15k+ containing UPS items and furniture
- Consolidation of UPS items with furniture for scheduled truck delivery
- White glove furniture assembly
- UPS items unboxed and assembled
- Fee – 15% of product subtotal

ADD-ON SERVICES

Style-out

No fee, available in select markets

Sidemarking

No fee

DC Pickups

3-5% fee
Available for large volume projects

Palletization

No fee
Available for consolidated projects

DELIVERY HOLDS

STANDARD FURNITURE ORDERS can be held for up to 60 days after the entire order is ready for delivery.

An additional 30 days can be requested for a fee of 10% of the product subtotal

Orders not delivered after 60 days, or 90 days with approved extension, will be cancelled and a partial refund will be issued for eligible items, per WSI return policy.

CONSOLIDATED ORDERS can be held for up to 30 days after all items are ready for delivery.

Up to 60 additional days can be requested for a fee of 10% of the product subtotal, per month.

Orders not delivered after 90 days will be cancelled and a partial refund will be issued for eligible items, per WSI return policy.