

## TV Purchasing Guide

To guarantee delivery, you must add a valid phone number to your shipping information in your profile settings before purchase. To do so:

- Click on your profile picture in the upper right-hand corner of any Drop page and scroll down to **Settings**.
- Under My Settings, click on **Shipping Addresses** and enter your full name and a valid phone number. Remember to click Save.

### Warranty, Support & Shipping/Delivery Information

What is the condition of the product?

- This product is brand new, factory sealed, unopened, and in its original packaging. This is not a refurbished product or a recertified product.

What is the warranty on the product?

- This product comes with a limited warranty that covers manufacturing defects and parts for 1 year from the date of purchase.

How do I register and service the TV?

- No registration is required for warranty and service. For any service, support, or warranty claims, please contact Drop by sending an email to [support@drop.com](mailto:support@drop.com) and we will service/warranty the product with the manufacturer on your behalf.

### Shipping & Delivery

- Delivery is made via freight and an appointment will be scheduled using the provided phone number. When the shipping company calls you, they have your order nearby and are ready to load your shipment onto a truck for it to be delivered to you. The shipping company needs to ensure that you are home and able to sign for the TV when they deliver it, so **please** use a phone number that allows you to easily answer at any hour when they need to contact you.
- The delivery time will be a **window** (not an exact time). Once the appointment time is scheduled between you and the shipping company, your order will be loaded onto a 30- to 50-foot truck or a box truck with a power liftgate.

- This will be “White Glove Delivery” and the Carrier will need to deliver the TV to the room of choice, unbox it, install the stand and power it on to show TV is in working condition, prior to departing (no installation will be done). They will offer to take the packaging material with them, but we recommend that this be kept by you, in case you need to transport the TV in the future. If there are any issues with the delivery, please send an email to support@drop.com. **If the White Glove service is refused, a physical damage claim cannot be made.**

#### **If there is any damage to the product itself, what should I do?**

- You should note this on the Proof of Delivery form at the time of delivery, **take photos of the damage**, and **REFUSE** shipment.

The shipment is insured with the shipping carrier. You are responsible for following the procedures explained in this disclaimer. Failure to follow these guidelines will result in a rejected claim with the shipping carrier.

For all other support issues, please contact Drop Support here: <https://www.drop.com/support/>.

#### **FAQ**

Can I change my shipping address after placing my order?

- No, you will not be able to make any changes to the shipping location after the order is placed.

Do you offer white-glove or in-home delivery in my area?

- All deliveries will be White Glove.

If you have a technical support question to help answer a question you have about operating your TV?

- Call the phone number supplied on the yellow sticker on the outside of your TV box. You can also email support@drop.com.

Do you ship to all US locations?

- Due to escalated shipping rates, shipping to the non-contiguous US is not available for TVs. Any orders from Alaska, Hawaii, Puerto Rico, and other American territories will be cancelled.

What if I refuse my order?

- You will be charged a 15% restocking fee for refusing delivery for any other reason besides damage.