

METROPOLITAN COVID-19 SERVICE LEVEL POLICY: GENERAL

This policy pertains to servicing and billing for deliveries that change due to the COVID-19 pandemic.

Changing service level from White Glove to Threshold:

Metropolitan will follow the original service level provided by the customer unless the following occurs:

- The customer chooses to change the service level.
- At the time of scheduling, the consumer has concerns with White Glove Delivery. If the service level changes to threshold, the customer will be billed at the threshold rate.
- If the delivery team is in route or at the residence and the consumer has concerns about White Glove Delivery. The delivery team will either perform a threshold delivery or return the product to the final mile hub. If the delivery team performs a threshold delivery, the billing rate will not change. If the product is returned to the final mile hub, the customer will not be charged storage fees for 60 days. The delivery team will note this change on the POD.
- If the delivery team does not feel comfortable making the White Glove Delivery, the delivery team will ask the consumer if a threshold delivery is acceptable. If the team makes a threshold delivery, the customer will be charged at the threshold rate. If the product is returned to the final mile hub, the customer will not be charged for storage and the delivery will be rescheduled. The delivery team will note this change on the POD.

Consumer decides to not take delivery while product is in route or at time of delivery:

Metropolitan will return the product to the final mile hub.

- The customer will be billed at 50% per the contract.
- The customer will not be charged storage fees for 60 days while waiting for the redelivery to occur.

Consumer requests the delivery team to return to the residence at a later date to perform the full White Glove Service.

The customer will be billed \$150 at the time the services is performed.

The consumer does not want to sign the POD at the time of delivery.

- At no time will Metropolitan insist the consumer physically sign the digital or physical POD.
- The delivery team will ask the consumer to use their own pen if they choose to sign. This follows Metropolitan's safety protocol for both the consumer and delivery team.
- If the consumer decides not to sign the POD, the delivery team will note that on the POD as well as the status of the delivery. The team will also ask that the consumer email Metropolitan at comments@metropolitanwarehouse.com to confirm the delivery and provide any additional information about the delivery they would like to mention.