

CORT FURNITURE RENTAL

Frequently Asked Questions

1. WHY RENT FURNITURE?

Renting furniture is a cost-effective and convenient alternative to purchasing furniture for most temporary situations. Once you purchase furniture, it is your responsibility to set up, store and dispose of it. This can become a burden when you are living somewhere for a short period of time. When you rent from CORT, we deliver and set up your furniture and when you leave, we pick it up for you. When you arrive, all you simply need to do is hang up your clothes.

2. WHY SHOULD I RENT FURNITURE AS A STUDENT?

Most U.S. apartments are not furnished. CORT can fill your new home with great-looking furniture. In addition, CORT can provide cookware for the kitchen, towels and linens, a TV and more. We handle the delivery and setup, and when the school year is up, we'll come pick it up.

3. DOES CORT OFFER SPECIAL PRICING FOR STUDENTS?

Yes. CORT's design team has put together several packages, specifically designed and priced for students. These packages are already pre-configured, you just choose the options (housewares, electronics) and we do the rest. To view our student packages, start here: <http://www.cort.com/usanow>

4. DO I NEED TO PROVIDE A STUDENT ID?

You need to provide proof you are a student to receive the pricing on the student packages. We will accept a copy of your student ID, a copy of your letter of acceptance from where you will be studying, indicating you will be a student, as well as an ".edu" email from you. If you are unable to provide proof that you are a student, there will be an increase in your monthly rental amount or a cancellation of your lease.

5. WHAT IS THE MINIMUM LENGTH I CAN RENT FURNITURE FOR?

You can rent furniture for as little as three (3) months. To take advantage of our special student packages, you must rent for a minimum of nine (9) months.

6. CAN I CHOOSE THE DELIVERY DATE?

Yes. As long as the date is available and scheduled 48 business hours in advance. During checkout you will be able to view and select delivery days that are available for your area. Once your order is complete, a CORT representative will call you to confirm delivery.

7. WHAT IF I HAVE A ROOMMATE?

CORT offers special student packages including the ability to add additional bedrooms for roommates.

8. I AM MOVING TO THE U.S. AS A STUDENT. CAN I RENT FURNITURE?

Yes. If you are moving to the U.S., CORT can help you locate an apartment and rent furniture. Please contact a CORT representative at 512.900.6904 outside the U.S. or 855.435.9133 within the U.S. for more information.

9. WILL OUR FURNITURE AND HOUSEWARES BE BRAND NEW?

CORT guarantees delivery of all furniture and housewares to be in new or like-new condition.

10. HOW QUICKLY CAN I RECEIVE THE FURNITURE ONCE I PLACE MY ORDER?

CORT can typically deliver and set up your furniture in as little as 48 business hours (Monday-Friday). Need it even faster? We can arrange for that at an additional cost in most areas. Please contact a CORT representative at 512.900.6904 outside the U.S. or 855.435.9133 within the U.S. for more information.

11. CAN CORT DELIVER MY FURNITURE TO A NEW LOCATION BEFORE I ARRIVE?

Yes. CORT can deliver your furniture before you arrive to your new location. In order to make the delivery, CORT must have entry access (key release and permission to enter that you can arrange with your landlord) to the location. Once you place your order online, a CORT representative will telephone you to finalize delivery and arrange any special delivery requests.

12. WHAT IS COVERED IN YOUR CUSTOMER PROTECTION (WAIVER) PROGRAM?

CORT's Customer Protection Program covers you from damage or loss from fire, flood or natural disaster. The Customer Protection Program does not cover damages or loss caused by theft, gross negligence, misuse or abuse. All online orders include the Customer Protection Program.

13. WHEN MY LEASE EXPIRES, DO YOU AUTOMATICALLY PICK UP MY FURNITURE?

No. You must call to schedule the pickup of your rental furniture. We recommend you call CORT to give your pick-up notice 15-30 days in advance. If you choose to keep your furniture for longer than the agreed-upon date, your lease will be extended on a month-by-month basis with no premium charge.

14. WHAT IF I NEED TO END MY LEASE EARLIER THAN PLANNED?

CORT can schedule an early pickup of your furniture if required. However, all furniture leases are legally binding contracts so you would be responsible for the remainder of the lease payments. Please contact a CORT representative at 512.900.6904 outside the U.S. or 855.435.9133 within the U.S. for more information.

15. HOW DO I RENT ONLINE?

CORT has many locations across the U.S. First you will need to enter the city or ZIP code for the location where the furniture will be delivered and indicate how long you need to rent your furniture. CORT offers several rental options in addition to the student packages:

Move-In Ready: These packages are put together by CORT's design experts. You choose the grade of furniture you require and we do the rest.

Rent By the Room: Here you can easily add pre-configured Living Room, Dining Room and Bedroom sets.

Rent By the Piece: All of our available stock is showcased here and you can mix and match items for a truly customized home.

Payment

1. HOW AM I BILLED EACH MONTH?

All online transactions are set up with auto-pay with the credit card you provide at the time of checkout. Your credit card will be billed for the total monthly rent at the beginning of each month. If you need to change your payment method, please call 512.900.6904 outside the U.S. or 855.435.9133 within the U.S.

2. WHAT FORMS OF PAYMENT DO YOU ACCEPT?

CORT accepts the following payment methods: American Express, MasterCard, Visa, Discover, JCB and Diners Club. CORT also accepts debit cards, internationally-issued credit cards and checks, but these may require additional documentation and/or security deposit.

3. IS THERE AN ALTERNATIVE TO AUTO-PAY?

All online transactions are set up as auto-pay each month. However, if you do not wish to use this method, our showrooms would be happy to assist. Please note, non-auto-pay transactions may require a credit check and/or security deposit. A CORT representative will create a secure profile for you where you will answer a few questions and provide your social security number to complete the credit application process. Upon credit approval, CORT can deliver and set up your furniture in as little as 48 business hours.

4. WHAT IS THE "INITIAL FIRST MONTH'S RENT"?

CORT sets up auto-pay beginning on the 1st of the next month after your lease commences. Your "initial first month's rent" is what you are charged at the signing of your lease. This is a pro-rated amount for furniture rental and taxes and includes any one-time delivery and installation fees and taxes.

For example: If you sign a lease on September 15 with a delivery on the September 18, your initial first month's rent will be for the cost of furniture rental and taxes for September 18-30, plus any delivery and installation fees and taxes. Your full first month rent will be charged on October 1.

5. WHY DOES MY DELIVERY/BILLING NAME NEED TO MATCH THE NAME ON MY CREDIT CARD?

CORT requires that the name on a credit card exactly match the name of a person who signs the lease online. If you would like to rent furniture for someone else or your company is paying for your furniture, please check the "Bill to anyone other than yourself" box. A CORT representative will be happy to assist you from here.

Delivery / Taxes / Fees

1. WHAT ARE CORT'S DELIVERY FEES?

Delivery fees will vary depending on area and time frame. Delivery includes setup, installation and pickup of your rented furniture. Because these fees are based on delivery area and time, we do not offer an estimate until you enter your delivery address during the check-out process.

2. WHAT IS THE HOUSEWARES INSTALLATION FEE?

CORT makes your home move-in ready with our Housewares Installation Service. When you rent a linen package, kitchen package or a bathroom package, CORT representatives will unpack the items, make the beds, put away all of the kitchen items and set up your bathroom, so everything is ready for you in your new location. Once your lease is over, we will return and package everything up, so you don't need to worry about it.

3. WHAT TAXES DOES CORT COLLECT?

CORT collects all applicable sales tax on the rental of furniture and if the jurisdiction requires it, delivery and installation fees.