Direct Delivery

All of the items purchased through the GSA Global Supply Furniture Program are direct delivery. Please follow these direct delivery guidelines:

1. All items will be shipped to you directly from our vendor partners.

2. Delivery times vary by product line. The applicable delivery time for each NSN can be found by searching for the NSN at www.gsaglobalsupply.gsa.gov or at http://www.gsaadvantage.gov. Items will take longer to reach overseas locations. If you need delivery sooner, please indicate your required delivery time under the “Section 23. Remarks” using the Off-Line *Standard Form 344.

3. Most of the furniture and furnishing items are priced as FOB Destination so there will be no additional freight charges. However, if the NSN is listed as FOB Origin at www.gsaglobalsupply.gsa.gov, a transportation surcharge will be added to the bill you receive from GSA (5% if the order total is over $35,000, otherwise 10%). For export orders, an export surcharge of 3% will be added to your bill (maximum surcharge is $500).

4. Providing delivery recipient/customer point of contact information (phone numbers and emails) will help prevent costly delivery issues.

5. Basic freight is dock-to-dock. GSA prices do not include liftgate service or physically carrying freight up or down stairs (where delivery is to a floor other than that of the loading dock, and there is not an available elevator). Customers may arrange for inside delivery or additional services when they need freight delivered beyond their loading docks, at an extra cost (see instructions below).

Inside Delivery and Installation
(subject to additional cost)

Basic freight is dock-to-dock. To add to your convenience, our NSN furniture contracts include an “inside delivery” clause with established pricing (F-FSS-244-C Additional Service Charge For Delivery Within Consignee's Premises (May 2000)). This option allows products to be sent exactly where you need them but must be requested when you place your order and cost may vary by contractor. Inside delivery rates are in effect for delivery within a consignee’s premises when the building and elevator will accommodate the items being delivered.

The inside delivery service does not include unpacking, placement of item, removal of pallets, assembly, installation, etc. If you require these additional services and/or for instances when the building and elevator within a consignee's premises will not accommodate the items being delivered, those rates must be negotiated between the GSA contracting officer and the contractor on behalf of the ordering agency. All rates for installation will be predicated on established installation pricing on the NSN contract or on the established labor pricing from the contractor's GSA Schedule Contract, if applicable.

To request inside delivery or installation follow the guidelines below:

For FEDSTRIP/MILSTRIP orders, mark "INSIDE DELIVERY REQUESTED" or "INSTALLATION REQUESTED" on the Activity Address Code Record or in the “Mark For” or “Remarks” section of your requisition. Please note any dock or other restrictions as "Exception Data." Provide the name, commercial phone number and exact location for delivery (i.e. floor and room number).

For orders through GSA Global Supply website or GSAAvantage!™, click on the “Change Address” field while viewing your shopping cart. (The field is located under the “Item Details” column and brings up a new screen.) In the blank text boxes, type “INSIDE DELIVERY REQUESTED” or “INSTALLATION REQUESTED” and the name and commercial phone number for the recipient. Please note that this must be done for each item needing inside delivery.

For phone and fax orders, request inside delivery and/or installation and provide the name and phone number of a point of contact, as well as the exact location for delivery (e.g. floor and room number) and any other special dock restrictions or special instructions.

If a particular situation warrants a need to contact a GSA contracting officer, a vendor, or the transportation company about your delivery or installation request, please email furniture@gsa.gov.