

Locations

Furniture Help

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General FAQs

Should I rent or buy?

You can do either with CORT! If your need is temporary, CORT Furniture Rental offers a cost effective and hassle-free solution for most situations. If you would rather own your furniture, CORT Clearance Centers offer showroom quality pieces at up to 70% off of new retail prices.

Does CORT deliver in my area?

CORT has showrooms and clearance centers in over 95 cities across the US! Please check our [store locator](#) to find out if we deliver in your area, or contact CORT Customer Service if you need help.

How do I schedule a pickup?

The easiest way to schedule your pickup is to [email us](#) with your Lease Number and your desired pickup date. CORT requires minimum 15 day notice to arrange your pickup, however our schedules fill up pretty fast - so the sooner you submit your request, the more likely your desired pickup date will be available. If you would prefer to speak with a CORT representative, you can call your [local showroom](#) or CORT Customer Service.

What are CORT's minimum requirements for renting?

CORT has a base monthly minimum requirement that will vary depending on a combination of 2 factors: where you are renting your furniture and how long you would like to rent. If you view your CORT.com Shopping Cart after adding an item, you will see a notification if you have not met the minimum requirement for your situation.

Does CORT require a credit check?

Orders placed with a Debit Card require a credit check and may require a security deposit. Most bank Debit Cards will have the word

Didn't find the answer
you were looking for?

Let us help!

How do we get back in touch
with you?

Feedback

[SUBMIT YOUR QUESTION](#)

'DEBIT' written on the front of the card. Orders placed with an international Credit Card require additional document collection and may require a security deposit. Customers using a major US Credit Card are not subject to a credit check.

Does CORT require a security deposit?

Sometimes. Orders placed online with a Debit Card require a credit check and may require a security deposit. Orders placed online with an international Credit Card require additional document collection and may require a security deposit.

What forms of payment does CORT accept?

CORT accepts all major US Credit Cards (MC, Visa, Discover, AMEX, JCB and Diner's Club). We also accept bank Debit Cards and internationally-issued Credit Cards.

Am I required to sign up for Auto-Pay?

No. While all online rental orders completed online are automatically enrolled in Auto-Pay, you can contact your **local showroom** to have this switched to manual payment. However, if you choose not to use Auto-Pay, you may be required to provide a security deposit based on the results of your credit check.

Does CORT only rent brand new furniture?

Most of CORT's rental inventory has been rented by other customers. CORT's quality control process helps ensure that every piece of furniture we deliver to you is in showroom condition, or we won't rent it!

If I like the furniture, can I buy it?

Sure! CORT offers you the option to buy your rental furniture once the original Lease Term has expired. While your monthly rental payments cannot be put toward your purchase, CORT will offer the furniture to you at a discounted price.

How much is delivery?

It varies. Your delivery charge will be calculated based on a combination of your delivery address and desired delivery date. In rare cases, issues such as limited building access may affect the delivery charge.

How soon can CORT deliver the furniture?

CORT can deliver and set up the furniture in as little as 48 business hours (Monday-Friday) in most cases. CORT can deliver in less than 48 business hours in some cases for an additional cost.

What if I am unhappy with the furniture delivered?

If you are unhappy with the condition of any piece of furniture, let

us know within one week of delivery and we will exchange it for you.

What if something is not available at time of delivery?

If a substitution is unavoidable, the item substituted will be of equal or greater value, and you will be given the option to exchange the item after your original selection is back in stock at no additional charge.

Does CORT rent furniture for less than 1 month?

CORT's minimum lease term is 1 month, however if you have a short term event need, such as wedding or tradeshow, [CORT Events](#) may be able to provide a solution for you!

Does CORT rent single pieces of furniture?

Sometimes - as long as the rental amount meets the minimum monthly requirement for your delivery area and lease term.

Does CORT rent housewares and appliances?

Yes! CORT offers housewares packages containing essential items for the kitchen, bathroom, and bedroom, as well as refrigerators, washers, dryers, and microwaves.

What is CORT's Customer Protection Plan?

CORT's Customer Protection Plan covers you from damage or loss from fire, flood, tornadoes and earthquakes. The Customer Protection Plan does not cover damages or loss caused by theft, disappearance, gross negligence, misuse or abuse (including damage by cigar or cigarette burns and pets).

Is CORT's website secure?

Yes. CORT promises to protect your personal information and will not share your information with third parties. Our secure servers protect your information using advanced encryption and firewall technology throughout the ordering process. No personal credit card information is ever stored on CORT's servers.

What is CORT's Privacy Policy?

You can view CORT's Privacy Policy here:

<https://www.cort.com/privacy-legal>

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Managing Your Lease

How do I schedule a pickup?

The easiest way to schedule your pickup is to [email us](#) with your Lease Number and your desired pickup date. CORT requires minimum 15 day notice to arrange your pickup, however our

schedules fill up pretty fast - so the sooner you submit your request, the more likely your desired pickup date will be available. If you would prefer to speak with a CORT representative, you can call your [local showroom](#) or CORT Customer Service.

Can I request an exchange or add-on after I've signed my Lease?
Sure! Please contact your [local showroom](#) if you need to make changes to your lease after you've signed it.

How do I contact my CORT Administrator?
Your monthly invoice will have the phone number to your CORT Administrator. You can also contact your [local showroom](#) or our Customer Service line to be transferred to your CORT Administrator.

What if I need to end my Lease early?
CORT understands that sometimes things change unexpectedly, and we can work with you in some instances to help you fulfill your lease obligations. Please review your Lease Agreement's Early Termination clause, and contact your [local showroom](#) for more information.

How do I change my credit card on file?
Contact your CORT Administrator.

I have questions about my bill. Who do I contact?
Contact your CORT Administrator.

Can I pay my bill online?
Yes. If you are not enrolled in CORT's Auto-Pay program you can use our Self-service Portal to process a one-time payment or sign up to manage your payments. You will need your Customer ID and the Invoice Number that you wish to pay.

I am already on Auto-Pay. Can I use the Self-service Portal?
No. If you have already signed up for Auto-Pay, you will not be able to use this Self-service Portal.

I am trying to use the Self-service Portal, but I do not know my Customer ID or my Invoice Number. Where can I find them?
You can find your Customer ID and Invoice Number in the upper right corner of your current CORT invoice. If you do not have your invoice, you can call us at [833.274.3730](#) and one of our representative can locate that information for you.

I am trying to use the Self Service Portal, but I keep getting an error: Account validation failed. Can I still use this service?
If you are receiving the message "Account validation failed", you will need to speak with your local CORT Administrator to

determine the reason. Please contact your [local showroom](#).

Can I remove CORT's Customer Protection Plan from my Lease?

Yes. If you would like to remove CORT's Customer Protection Plan, simply contact your Homeowner or Renter's Insurance provider and request a 'Certificate of Insurance' (COI) listing CORT as an additional insured or a "Loss Payee". You can [email](#) a copy of the COI, or contact your [local showroom](#) if you would prefer to fax it.

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Furniture Packages

What is a 'Move-in Ready' package?

This is a package designed to help you furnish your entire home with a few simple clicks. You select your preferred package, and our team of expert designers will select matching pieces for your living room, dining room, and bedroom. We can even deliver and set up your furniture before you arrive - leaving you to enjoy your new furnishings hassle-free.

What is a 'Rent by the Room' package?

'Rent by the Room' allows you to furnish your home room by room. Each package consists of select pieces matched together to create a distinct style. Unlike 'Move-in Ready', you can view the actual pieces that make up the package when you 'Rent by the Room'.

What is in a Student or Military Package?

CORT's Student and Military packages are similar to our 'Move-in Ready' packages, but created with the built-in discounts that we offer students and active duty military personnel. Each package consists of a living room, dining room, and bedroom set of showroom-condition pieces. CORT offers three different package options to suit your individual space and lifestyle needs.

If I don't need all of the pieces in a furniture package, does the monthly rate change?

No - however we are able to make limited substitutions if your space or lifestyle needs require different pieces in a given package.

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Military

Do you give discounts to active duty military?

Yes! The pricing reflected in the Military packages includes special discounts.

Do you give discounts to veterans?

Yes! Please contact us at 1.888.360.2678 for details.

What happens if I am ordered to relocate before my lease expires? At CORT, we are proud to help active duty military families adjust to change quickly. If you meet any one of the following qualifications, we can release you from your contract with a simple 30 day written notice:

- The Lease Holder has received change-of-station orders 75 miles or more from the warehouse that delivered the Lease, or,
- The Lease Holder is discharged, released from, retires, or separates from the military, or
- The Lease Holder is deployed for more than 90 days.

I have roommates. How many names can be on a Lease? Typically, we will only put one name on a Lease. If you need to put more than one name on a Lease, please contact your [local showroom](#).

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Student

Who is eligible for the special pricing on the Student packages? CORT's student package pricing is available to students accepted to college, enrolled in college, parents renting for college students, or faculty and staff with a valid ID, proof of enrollment, or proof of employment from a college, university, or career school.

I am a student, but the credit card I am using is in my parent's name. Who's name should I put the Lease under? The Lease should be in the name of the person paying for the rental. If you are using a credit card with your parent's name on it, the Lease should be put under that name.

I have roommates. How many names can be on a Lease? Typically, we will only put one name on a Lease. If you need to put more than one name on a Lease, please contact your [local showroom](#).

What is CORT's Student Referral Program? CORT's Student Referral Program offers students a \$50 gift card for each customer that is referred to CORT and signs a Lease. CORT will send a \$50 gift card to both the referrer and the new customer.

Can CORT provide information on student furniture rental in other languages?

Yes! Please click on one of the documents below for information:

- [Chinese](#)

- [Korean](#)
- [Spanish](#)
- [Portuguese](#)
- [Russian](#)
- [Japanese](#)

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Buying Furniture

Does CORT purchase furniture from individual sellers?

No. We maintain our high standards with inventory through a rigorous quality control process. If you are interested in become a CORT vendor, please call our Corporate Office at 703.968.8500.

If I like the furniture I'm renting, can I buy it?

Sure! CORT offers you the option to buy your rental furniture once the original Lease Term has expired. While your monthly rental payments cannot be put toward your purchase, CORT will offer the furniture to you at a discounted price.

If I buy furniture at a CORT Clearance Center, can it be delivered?

Yes! CORT Clearance Centers offer you the option to pick up your furniture OR have it delivered for a fee.

Does CORT sell new furniture?

Sometimes, but the majority of CORT's Clearance Center inventory has been rented by other customers.

Where are CORT's Clearance Centers located?

CORT has Clearance Centers located across the United States. Use the store locator on our [Clearance Center Page](#) to find one near you!

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Office Solutions

I can only request a quote for my Office order - why can't I finalize my order online?

CORT understands that smart investments in your business are key to its success. Our experienced Workplace Solutions specialists evaluate your situation to deliver a solution tailored to your needs. Due to this high level of Customer Service interaction, we do not offer a full checkout for online Office orders.

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Other CORT Services

I am relocating within the United States. How can CORT help me?
We've built our business on finding solutions for customers who are relocating. CORT's [Destination Services](#) and [Apartment Search](#) services can help with anything from simply finding an apartment to obtaining government-issued documentation (such as a driver's license or Social Security card).

I am leaving the US and relocating in another country. Can CORT assist me?

We sure can! [Roomservice by CORT](#) is our full-service company in the UK for assistance with anything ranging from simple furniture rental to relocation services and home staging. CORT also has exclusive partnerships with the leading furniture rental companies in over 75 countries across the Americas, Europe, the Middle East, Africa, and Asia. Please visit [CORT Global](#) for more information.

Does CORT provide Home Staging services?

Yes! [CORT Home Staging](#) works with both professional stagers and individuals wanting to stage their own homes.

Can CORT provide furniture for short term events?

Sure! [CORT Events](#) can provide solutions for weddings, trade shows, meetings, or other short term special events.

What other services does CORT offer?

From disaster relief to partnerships with government and national accounts, CORT offers [Solutions](#) for almost any furniture rental need.

How do I claim my ApartmentSearch.com Reward?

Visit our [Apartment Search](#) site to find out how to claim your reward, or call us at 877.481.2675 if you have any questions!

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Contact Us

How can I contact CORT Customer Service?

Customer Service Phone Hours:

Monday-Friday (8am-8pm CT) and Saturday (9am-5:30pm CT)

Customer Service Chat Hours:

Monday-Friday (8am-9pm CT) and Saturday (9am-5:30pm CT)

Phone:

U.S.A. customers can call CORT toll free on 1.888.360.2678.

Customers outside of the U.S.A. can call CORT at 1.512.900.6904.

Request Help:

Complete the form to the right, or [@CORThelp](#).

In-Store:

If you have a question for your local CORT showroom or CORT Clearance Center you can contact them directly. Find your nearest CORT location:

[CORT Locations](#)

Need Help?

[» Browse our FAQ](#)

Call us toll-free

1.888.360.2678

Send us a tweet

[@CORThelp](#)

Call us worldwide

1.512.900.6904

CORT Services

Rent Furniture
Furniture Rental
Catalog
Rent Home Furniture
Rent Office Furniture
Buy Furniture
Destination Services
Search for Apartments
Event Furniture
Global Furniture
Rental
UK Furniture Rental
Party Rental

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Roomservice by CORT (UK)
CORT Global Network
CORT Party Rental (WA)

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