

I was standing in the middle of my living room at 8:42 p.m., fluorescent box light still on, crumpled Allen keys on the floor, watching two delivery guys argue over whether the crib screws were metric or imperial. Outside, the King Street traffic was finally letting up and I could hear the distant clang of a streetcar. Inside, there was a half-assembled dresser leaning against the couch and a mountain of cardboard that [BabyWarehouse online](#) smelled faintly of glue and wet cardboard from the rain earlier.

The weirdest part of the appointment

They were supposed to arrive between 1 and 5 p.m. The confirmation email said "curbside delivery only," which meant I spent an hour dismantling the baby gate and hoping the building superintendent would let them buzz up. At 4:55 the building intercom buzzed like a sudden alarm. Two guys in worn navy jackets carried in a crib box the size of a small coffin, then stared at my hallway like it was an obstacle course.

One of them asked where the nursery was, and when I said "second floor, left," they looked at each other and then at the narrow stairwell. I should have measured the doorframe properly, but I didn't. Rookie move. Twenty minutes and some creative angling later, they had the crib inside, thankfully with the mattress still wrapped. I stood there trying not to breathe glue fumes and thinking about how my neighbour's dog was probably judging my life choices.

Why I hesitated to buy from the showroom

I actually visited a few places before ordering. There's a spot I liked, Baby & Kids Furniture Warehouse Toronto, which had a huge showroom on a rainy Saturday. The sales rep was helpful but kept pushing these nursery package deals in Toronto that bundled cribs with dressers and gliders for "savings." I wanted just the crib and a simple dresser, not a staged nursery. The dresser in the showroom looked great under the bright lights, but once I read the fine print, delivery and assembly were extra, and they quoted me \$150 to bring three pieces up two flights of stairs. That number felt like a slap.

I paused because my budget was already a mess. I still don't fully understand how their billing works — some stores add a "service fee" that appears on a different page of the checkout, or they throw a "third-party assembly" label at you last minute. In the end I went with a smaller, trusted baby furniture store in Toronto that had a simpler quote and a few local reviews.

The assembly, the scratches, and the timing

Assembly took longer than I expected. The two guys arrived late, after 6 p.m., apologetic about traffic on the Gardiner and a weird detour through Leslieville. They worked methodically, but the crib instructions read like a puzzle in Swedish. At one point a board had a deep scratch down the side. One of the delivery guys said "yep, that's a factory thing," and the other shrugged. The store later offered a small discount when I complained, but I had to send photos, wait for approval, and juggle follow-up calls. That back-and-forth sucked up three days of brainspace I did not need with a newborn on the horizon.



Another surprise was the mattress: the crib came without a mattress, and I had to run out the next day to shop baby cribs in Toronto at a mattress store near Bloor. The mattress delivery was scheduled separately, and it arrived **Babywarehouse** the day after the crib was assembled. So for a whole 24 hours I kept looking at an empty rectangle like it was a modern art piece.

A short list of what I wish I had brought to the appointment

- exact hallway measurements (height and width)
- a copy or screenshot of the delivery and assembly invoice
- a small level and flashlight
- patience and a backup plan for getting the mattress same day

The folks who put together the dresser were better. It was a heavier piece, and they unboxed it with care, but the glider had a squeak that only showed up after two hours of use. I told them, and they came back to tighten a bolt, which mostly fixed it. Small victories.

Neighborhood logistics and the little Toronto annoyances

If you're in Toronto, you know how travel time can swing wildly depending on the hour. What the company told me was "within a 4-hour window" ended up being a guess based on "traffic, weather, and building access." One of the delivery guys mentioned a previous job downtown where the parking meter police ticketed them while moving a dresser in the rain. He laughed, but I didn't. I had to move my car from a metered spot and then circle the block twice to find legal parking. The building's loading dock was another puzzle — it's behind a locked garage I didn't know existed. The receptionist at the main desk never told me about it.

Prices and the final damage to my wallet

The crib itself was reasonable, and the dresser was mid-range. Where the real cost piled up was in the add-ons: delivery was \$80, assembly was \$120, and the "two-person stair carry" added another \$60. There was also a "delivery protection" upsell that promised to cover dents and scratches. I declined it at the time because it felt like padding, but after the scratched board I regretted that decision. The store's partial refund ended up being about \$40 after the photos and waiting. Not nothing, but also not huge.

What surprised me most was how personal recommendations mattered. A friend from the neighbourhood suggested checking out local baby furniture clearance sales and one small shop near Danforth that had good deals on nursery furniture sets in Toronto. They weren't flashy, but the owner knew the delivery routes and had a solid crew. I probably could have started there and saved myself stress.

How I handled the follow-ups

I kept every email. I took timestamps of the delivery photos with my phone. When the crib's slat seemed a bit loose after a week, I called and they sent a technician within two days. That responsiveness mattered more than the initial price. I wish I had asked more questions in the store about the assembly crew, like whether they're company employees or subcontractors. It turned out my team was contracted, which explained the "weirdness" in billing and the patchwork responses when something went wrong.

A lingering thought as I sit on the glider

The nursery is now mostly put together. The cardboard is mostly gone, the squeak is down to a polite whisper, and the crib holds a mattress that smells like new foam and dry-cleaned sheets. I still don't love the idea of paying extra for things that feel like basic service, but I also appreciate a team who will come back when something's wrong.

If you're shopping for cribs in Toronto, or hunting for nursery package deals in Toronto, ask for written confirmation of everything: the arrival window, whether assembly is included, the stair fees, and who actually does the work. Bring measurements. Bring snacks for yourself because these appointments take forever. And if you see a "Baby & Kids Furniture Warehouse Toronto" ad or a "dressers & gliders at Toronto's" promo, take it as a starting point, not a promise. The little local spots can surprise you, and sometimes the best trusted baby furniture store in Toronto is the one that answers its phone and shows up on time.

Baby & Kids Furniture Warehouse 2673 Steeles Avenue West Toronto, Ontario M3J-2Z8 Info@babywarehouse.ca
+1-416-288-9167 Mon to Tue 10am - 8pm Wed to Fri 10am - 7pm Sat 10am - 6pm Sun 11am - 5pm