

Delivery Procedure

The night before your delivery you will receive a phone call from one of our delivery specialists to confirm your delivery the next day and to also:

1. Verify the address that the merchandise is being delivered to.
2. Verify the merchandise that you are expecting.
3. We will give you your two hour time frame in which you can expect your delivery to arrive.
4. You will also receive your online tracking number so you can login online and view how our delivery team progresses through the day towards your delivery.
5. We will ask you for a phone number to make a 30 minute call ahead to you before your delivery.

Day of Delivery

Our delivery team will contact you when they are 30 minutes from your home.

Our tracking screen online will be updated every 30 minutes so you can have a better idea as to when during your two hour time frame our delivery team will be arriving.



Delivery Guidelines

We have developed these guidelines to better assist you during your delivery. Please note that while we strive to help you in any way possible there are certain things that our delivery teams can not do. Please review these guidelines for a smooth and enjoyable delivery experience:

- A responsible adults 18 years of age must be present during all phases of the delivery process
- In case of inclement weather please note that there must be a clear path for the delivery team. This path should be cleared of all snow, ice, and debris before the delivery team arrives.
- Delivery teams will not do any electrical, carpentry, or plumbing work.
- Delivery teams can not hoist over banisters or deliver merchandise through windows.
- All pets should be moved to a separate part of the house away from the delivery
- Delivery teams can not remove their shoes.
- Old appliances should be disconnected before the delivery team arrives.
- Please remember to measure all doorways, hallways, and the space that your appliance is going into. This will help ensure a successful delivery

Product Specific Guidelines

Refrigeration

Refrigerator should be emptied before the delivery team arrives. Any waterlines should be disconnected before your delivery. Your refrigerator can operate without your waterline connected

Washers

Washers should be emptied of all water before delivery. Full tubs in a washer can create a tremendous weight hazard for the delivery teams and could lead to damage to your home and the delivery team themselves. Washer inlet valves should be free of corrosion. Check this before your delivery date. A plumber is sometimes needed to remove your inlet hoses if corrosion is present.

Dryers

Make sure to verify your fuel type (gas or electric). Gas dryers can not be installed by our delivery teams. Check with your salesperson for possible options. Also please note that dryers come in many sizes and you will need at least 4 inches for venting behind the appliance!

Ranges

Make sure to verify your fuel type (gas or electric). Gas ranges can not be installed by our delivery teams. Check with your salesperson for possible options.