



# TASCO

## APPLIANCES

*Since 1954*

### **Our Vision:**

To be the premium appliance supplier of choice.

### **Our Mission:**

Everyone...passionately and professionally creating loyal customers for life.

## THANK YOU!

We are pleased you have chosen Tasco for your appliance purchase. Our dedicated team of professionals is here to guide you through your purchase experience. Your assigned order coordinator will be in contact with you within 48 hours of your purchase order date.

Should you have questions or if you would like to make any changes regarding your purchase (ie. delivery date, address change, product inquiries or installation of your appliances) feel free to call our order coordination department at 289-748-0322 x8600. Your invoice is a very important document provided to you at time of purchase which contains valuable information. All terms and conditions of your purchase are clearly identified. Please refer to your invoice when contacting us.

## BEFORE DELIVERY AND INSTALLATION

Product specifications are for planning purposes only and are subject to change without notice. Tasco assumes no liability for specifications obtained from us. Refer to installation instructions from product on-site before cutting cabinets, counters, or panels.

Site inspections are highly recommended. Let us take the guess work out of your new investment and make it a seamless experience. Our site inspections are performed by qualified, licensed & insured installers. They will ensure the product will be installed correctly the first time. This will avoid unforeseen circumstances possibly resulting in delays to your installation, project completion setbacks & fees associated with the site not being ready.

## DELIVERY AND INSTALLATION DATES

After ordering appliances, please keep us informed. The more lead time we have, the better the service we can provide to you. Regardless of the original order date, please give us a minimum of two weeks' notice to confirm your delivery date. Out of area and cottage country deliveries are scheduled on designated delivery days. Please plan accordingly. We will contact you with an approximate delivery window the afternoon before. Due to traffic and/or weather conditions, routing, length of delivery time, and unforeseen problems, we are unable to guarantee a specific time. If requested, to assist in timing, we can arrange to call you approximately 45 minutes before your delivery. Two weeks prior to your scheduled delivery date, your invoice must be paid in full.

Our drivers will require you to inspect the unit(s) and sign documentation indicating you received the appliances in good condition. There must be a person 18 years of age or older authorized to sign for and receive the appliances. Any deficiencies must be noted on the driver's delivery report at the time of delivery and also reported to customer service. Please keep in mind that installations are usually scheduled one day after delivery. We will contact you with an approximate time window the evening prior or morning of installation. Product to be installed must be left uncrated and placed in front of its final location at time of delivery.

Please contact customer service at 1-866-848-6767 - Customer Service x 8602 - Installations x 8603

## A re-delivery/late/cancellation charge will apply if delivery/installation was confirmed and;

1. You did not contact us (If you needed to cancel or reschedule) within a minimum of 24 hours before your scheduled delivery date.
2. No one was home to sign or delivery/Installation
3. There was no access for delivery/installation

## DESIGNATED LOCATION

Delivery access is the responsibility of the buyer. It is your home; please ensure the route to the location is clear of obstructions, and protect flooring where necessary. If required, we will remove standard doors to locate appliances. Our drivers cannot do any cutting or alterations to your home; remove door jambs, interior-swinging doors, outside sliding doors, railings, etc. Please plan accordingly to ensure your delivery goes as smoothly as possible.

Delivery should only be scheduled with our Order Coordinators department if the site is ready. Product, if to be installed, must be placed in front of its final location. Installers will not be able to move the appliance(s) at a later date. If our drivers are required to move the appliance(s), at a later date, we will gladly assist, at a nominal fee.

## INSTALLATION SERVICES

Our qualified professional technicians install it right the first time to ensure maximum performance of your appliance. Your appliance will meet all regulations and be installed according to local codes and manufacturer specifications by our fully qualified, knowledgeable and insured technicians. Service complaints on new appliances are often the result of poor installation. We regard the performance of your new appliance as a critical component of your satisfaction, that's why we're dedicated to providing you with professional installation services. Put our knowledge and experience to work for you.

## **DURING DELIVERY**

### **Refrigerators & Freezers (Freestanding)**

Our delivery professionals will level, place, and plug the unit into an existing outlet. Door swing reversal must be ordered at the time of purchase and noted on your sales receipt. Please note that the handle(s) that come with the appliances purchased will be attached. We do not unpack or set up the interior of the fridge (e.g. shelving, drawers). This is the responsibility of the customer.

Refrigerator door removals (if required to bring the unit into the home) are completed by our delivery professionals. Please ensure that measurements are accurate and confirmed with our sales staff at the time of purchase to make sure the unit will fit, and to avoid any delivery issues. Disconnect old unit from existing water line, basic delivery for new unit plus reconnect water line and plug unit into electrical. Water shutoffs must be in good condition and accessible for the drivers to complete the work.

### **Ranges (Electric)**

We will level and plug the standard 4ft. cord into an existing 240V outlet. By law, we are not permitted to connect any range without a receptacle box.

### **Slide-In Ranges (Electric)**

For traditional, on-counter slide-in ranges, we will uncrate, level, and place the unit in the allotted space. The floor must be level and a set-in-place must be possible with no damage to counters for our delivery professionals to complete.

### **Built-Ins**

Delivery for built-in appliances (indicated in the list below) includes uncrate and place only. The installation of built-in appliances is the responsibility of the customer, and can also be completed by our installation experts. Please discuss pricing and scheduling details with our installation department. There are certain items that our delivery professionals do not install, such as: wall ovens, cooktops, dishwashers, ventilation, microwaves with a trim kit, over-the-range microwaves, under-counter appliances, and built-in refrigerators. An on-site pre-inspection is required prior to delivery and installation of these items.

### **Laundry**

Disconnect old units, basic delivery for new units plus installation of hoses, vent line, and plug unit into electrical. Hoses, vent and clamps will be supplied by the driver. Water shut offs must be in good condition and accessible for the drivers to complete the work.

### **For a nominal fee, our professional delivery will include**

- Leveling of machines.
  - Removal of all washer shipping straps and/or shipping bolts.
  - Hook up of washer water lines to existing water inlet and drain hoses supplied with your new washer.
  - Electric dryers will be connected with a standard 4 ft. cord (on the unit) into an existing 240V outlet\
- Due to building code requirements, no plastic venting can be used. By law, we are not permitted to connect any dryer without a receptacle box.

- **Note:** Second level installation will only be completed if a floor drain is present in the location of installation or a waiver signed.

**Please note:** It is the customer's responsibility to ensure the site is ready for delivery.

### **Dishwashers**

Our delivery professionals will uncrate and place the unit into the designated location. A trained, certified, and insured installer is required to install your dishwasher. Please contact our installation department at Tasco to arrange a date and time for your dishwasher to be installed.

### **Gas Appliances**

Our delivery personnel will place the unit into the designated location. A licensed gas fitter is required to install all gas-fueled appliances. Please contact our installation department at Tasco to arrange a date and time for your dishwasher to be installed.

### **Packaging Materials**

We will uncrate the appliance(s) and remove all uncrated packaging materials for recycling.

## CUSTOMER GUIDELINES & SITE REQUIREMENTS PRIOR TO INSTALLATION:

- Electric Cooking Appliances:**
- Electrical Supply must be properly located as per product specifications
  - Ensure Cabinets and Counter Tops are cut out according to product specifications
  - If applicable, we recommend installing all ventilation before the cooking appliance
- Gas Cooking Appliances:**
- Existing gas lines must be to code & installed in proper location
  - Gas lines must be sized according to appliance specifications
  - Electrical outlets must be in proper location. Exterior ventilation is mandatory
- Ventilation:**
- All vents must be located & sized according to product specs
  - Exterior caps are mandatory
  - Re-enforcements for island/wall hoods must be roughed in and planned for
- Refrigeration:**
- Water lines must be roughed in with a shut off valve & properly located
  - Electrical outlets must be properly located
  - Ensure Cabinet openings and panels are sized according to product specifications
- Dishwasher:**
- Hot water lines and drains must be roughed in with a shut off valve & properly located
- Laundry:**
- Electrical lines & outlets must be properly located & on dedicated circuit
  - Ensure breakers are installed on electrical supply line
- Built-In-Appliances:**
- Water lines & drains must be roughed in and ready with appropriate shut off valves
  - Appropriate venting must be ready and properly located with exterior cap. Hoses
  - Gas dryers have specific gas locations & venting requirements
  - Utilities must be roughed in according to specifications
  - Cabinets, gables & any support structures must be ready
  - Custom panels must be cut to specifications & handle holes pre-drilled

### Removal Of Old Appliances:

For a nominal fee, we will remove or move your old, disconnected appliance(s). Provided the service is arranged prior to installation. Old freezers must be defrosted prior to removal.

### \*\*\* Special Notes \*\*\*

Every effort has been made to cover most situations however additional work may be required above the initially quoted price. All pricing discrepancies must be authorized prior to commencement of work. Tasco will not be responsible for extra charges incurred.

### AFTER DELIVERY - CUSTOMER SATISFACTION

If you have any comments about how we have serviced you, please let us know. We strive to ensure your overall satisfaction. If you require service on your appliances, just call one of our customer care representatives. They will liaise between you and the proper service agency or manufacturer to resolve the problem in a professional, timely manner. Our goal is to minimize any inconvenience to you, get the problem fixed, and have it done the best way possible.

**[www.tascoappliance.ca](http://www.tascoappliance.ca)**  
**1-866-848-6767 x8602**



#### CUSTOMER PICK-UPS

7975 Heritage Road, Unit 1  
Brampton, ON  
L6Y 5X5

#### WAREHOUSE HOURS

Mon - Fri 9am - 4:30pm  
Sat - 9am - 2:30pm  
Phone: 289-748-0322

- \* You must present a copy of your invoice as well as photo ID
- \* Please be prepared with adequate materials to secure appliances on trailers/trucks
- \* Product must be paid for in full at store prior to pick up.