



# APPLIANCE DELIVERY DONE RIGHT

## 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 Order Coordinator will be in contact with you within 48 hours of your purchase 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. 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.

## DELIVERY AND INSTALLATION DATES

After ordering appliances, please keep us informed. Regardless of the original order date, please give us a minimum of two weeks' notice prior to your delivery date. We deliver and install across Ontario, including cottage country. Out of area and cottage country deliveries are scheduled on designated delivery days and additional fees may apply. Please plan accordingly. We will contact you with an approximate 3hr 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. To keep you informed on the day of delivery, you will receive a text message or phone call 30, 20 and 10 minutes before our arrival. Installations are usually scheduled one day after delivery and the same notifications will apply.

Product to be installed must be left uncrated and placed in front of its final location at time of delivery.

## A RE-DELIVERY/LATE/CANCELLATION CHARGE WILL APPLY IF DELIVERY 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 for delivery.
- 3) There was no access for delivery.

## 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 jams, 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 Coordination 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.

## 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).

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. Our crew will disconnect old unit from existing water line, 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, 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.

## LAUNDRY

For a nominal fee our professional delivery team will disconnect and remove the old units. All straps and shipping bolts will be removed & new units leveled. Water lines will be hooked up to existing water inlet & drain hoses. Water shut offs must be in good condition and accessible to drivers in order for the work to be completed. Standard s/s hoses, clamps & metal venting of up to 8ft will be supplied. Dryer venting will be connected with a standard 4ft. cord 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 if a waiver is signed by the customer.

## 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 the installation department at Tasco to arrange a date and time for a gas installation.

## BUILT-INS

Delivery for built-in appliances (dishwashers, wall ovens, cooktops, ventilation, microwaves with a trim kit, over-the-range microwaves, under-counter appliances, and built-in refrigerators) 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. An on-site pre-inspection is required prior to delivery and installation of these items.

## PACKAGING MATERIALS

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