

ALBERT LEE™

POST SALE HANDOUT

PLEASE REVIEW THIS PAGE IN ITS ENTIRETY FOR A SUCCESSFUL DELIVERY. CALL YOUR SALES ASSOCIATE WITH ANY FURTHER QUESTIONS. THANK YOU!

PREPARING FOR YOUR DELIVERY

- Please inform your sales associate if we are delivering to a town-home or a second floor kitchen.
- Please verify that the product you have purchased will fit in your home. Consider width, depth & door swing of your appliance choices. This includes ventilation (round/rectangular ducting) or gas requirements (natural gas/propane).
- It is your responsibility to protect and cover the floors in your home.
- If you need to postpone your delivery, please provide 48 hours minimum notice.**
- Our delivery department will email you the day prior to your delivery. They will confirm your 2 hour delivery window and your address. Please respond to the email before 8AM verifying that you will be home to accept delivery.
- If we do not receive verification before 8AM the following morning we will conclude that you are not prepared to accept delivery and will unschedule your order. To reschedule, please call 206-706-2532 or your sales associate.
- As an added convenience we are happy to call you (upon request) 30 minutes prior to our arrival.
- We are unable to guarantee AM/PM time frame requests.**
- We require that the person receiving and signing for delivery be at least 18 years of age.
- Existing gas and built in appliances must be disconnected and removed from cabinetry prior to delivery if you are expecting us to haul it away.
- Upon arrival at your home, our delivery team will review our sign off sheet with you and develop a plan that identifies the best route through your home. You may be asked to clear a path free of furniture, breakables, banisters/railings and other obstructions.
- If the delivery is particularly difficult or there is a potential for damage, you will have the option to sign a damage waiver to proceed with delivery. Difficult deliveries may include: improperly protected floors, narrow staircases, tight spaces, etc.
- Our delivery team is unable to remove their shoes in your home due to safety concerns.
- We recommend** that you inspect all of your appliances and property prior to our delivery team leaving your home. Neither Albert Lee Appliance nor the manufacturer are able to address damage that occurs after delivery is complete.

REFRIGERATOR/FREEZER

- Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- We will level and plug unit into a 120v, grounded, three prong receptacle within 3' of the appliance.
- We will connect a 5' water line to an existing water supply or metal valve behind the refrigerator. **We will not connect water to any plastic plumbing.** Water shut off must be easily accessible to our delivery team.

WASHER

- Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- We will connect the water and drain hoses provided by the manufacturer to existing metal shut off valves and drains.
- Valves, drain, and receptacle must be within 3' of the washer.
- We will not connect your washer to plastic inlet valves.**
- We will level and plug into a 120v, grounded, three prong receptacle and test for water leaks.

DRYER

- Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- We will provide and plug the dryer cord into an existing 208/240v, 30amp grounded dryer receptacle only. (See Fig. 1)
- Receptacle must be within 3' of the dryer.
- We will connect flex ducting to an existing in-wall vent tube within 6' of the dryer. (If your dryer needs to be side-vented, when possible, there will be an additional cost for a side-vent kit.)
- We will level and test the dryer.
- Gas dryers are **NOT** connected or disconnected by our delivery team. Installation is available through our Installation Department at additional cost.

Figure 1.
Dryer Plug



RANGES

- Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- We will provide and plug the range cord into an existing 208/240v, 40/50 amp, grounded range receptacle only. (See Figure 2)
- Receptacle must be within 3' of the range.
- We will set the clock, level, and test the range.
- Gas ranges are **NOT** connected or disconnected by our delivery team. Installation is available through our Installation Department at additional cost.
- The manufacturer recommends the installation of an anti-tip bracket for all ranges. This service is available through our Installation Department at an additional cost.

Figure 2.
Range Plug



DROP OFF DELIVERIES

- Drop off deliveries will be placed in the area of your home or garage that you designate.
- We recommend** you verify that there is no damage prior to our team leaving. Our driver can open and have you inspect the items dropped off. We are unable to re-crate the items to factory specifications. Damage to appliances must be reported within three days of delivery.
- DO NOT INSTALL DAMAGED ITEMS.** Manufacturers require product & all packaging for damage returns. Merchandise damaged after delivery is not returnable.

POST DELIVERIES

- It is our expectation that our delivery personnel will present themselves in a clean, professional & courteous manner. Should you have any questions or concerns regarding your delivery, please write the comments on the sign-off sheet or contact our delivery office at 206-706-2532. Your feedback is essential to help us maintain the highest possible level of service.
- If you have questions on the operation or performance of your product please contact your sales associate.