

DELIVERY & INSTALLATION PREPARATION REQUIREMENT

Pre-site Inspection for In Home Delivery Only

We will schedule one complimentary site inspection prior to your in-home delivery date. The contractor or job site supervisor MUST be present. This is what we will be looking for:

Steep or obstructed driveways, e.g. low hanging trees

Obstructed entrances, e.g. scaffolding, incomplete stairs, dirt passages, low ceilings, tight corners.

Spiral staircases, stairs with multiple turns, small landings.

Existing damage to floors, doors, walls, steps, driveway, cabinetry, etc. This will be documented with photos and notes.

Any challenging conditions that would require us to add extra manpower in order to complete your delivery safely could incur an additional labor fee subject to our rates. We'll let you know if this is necessary after your inspection has been completed.

For safety, we deliver the appliances using hand trucks and 4 wheel dollies. In some circumstances, your home's access points may not allow the appliances to be delivered via human power. Sometimes, the alternative is getting the appliances into the house via a crane. Should you need a crane, you must rent it from a 3rd party crane company. The crane service that must be taken care of directly by the contractor or the home owner.

Pre-Site Inspection for Installation

We will schedule one complimentary site inspection prior to the installation date. The contractor or job site supervisor who will be responsible for overseeing the completion of your installation MUST be present. In addition to the delivery conditions above, this is what our installers will be looking for:

Checking to see that the finished flooring is installed in the appliance openings to be able to measure accurate for height openings along with making sure cabinets, countertops, and backsplashes are all in place.

Checking to see that all electrical outlets are installed with the correct plug types per the manufacturer's specifications.

Checking to see all utilities are turned on (gas water and electrical)

Checking to see if all custom paneled appliances have the panels on site with the handles pre-attached and the screw heads countersunk in the back of the panels.

Checking to see if plumbing for dishwasher, refrigerators and laundry are ready with water shut-offs in place, drains, disposals and air gaps all installed. Our installers test all of the appliances as part of installation process. Due to liability and the potential for gas or water leaks, we will not connect an appliance in a home that does not have water, gas or electrical service.

Our installers do not measure the custom panels for new or replacement appliances. It is the responsibility of the cabinet company, cabinet maker, or kitchen designer to make sure the are made to the manufacturer's specifications.

If a pre-site inspection does not pass, modifications will need to be sent to photos@aakbsc.com in order to be reviewed no later than 48 hours before the scheduled installation date. If modification photos are not sent, then any appliance not ready to install on the day of installation will turn into an in home drop off. It may take several weeks to schedule a return installation date as our installation schedule is booked out 4-6 weeks in advance.

Day of Delivery & Installation

Our installers meet with the project manager or responsible party to do a walk through to see if any modifications needed have been corrected.

Installers will check to make sure the pathway to bring the appliances into the home is clear.

Photos of any existing doorway, wall, floor or cabinetry damage that is on the path the appliances will travel will be photographed before and after to ensure no damage was caused.

If the floors or stairs that our installers need to bring product across have been covered our installers will not be able to photograph or make note of any pre-existing scratches, chips or indentations and therefore will not be liable once they complete and leave the site.

A thick red runner will be laid out to cover stairs and exposed finished floors for an appliance dolly to travel across safely.

Each appliance being installed will have photos and notes taken for electrical wiring, water line or gas connections to show that there are no leaks. It is imperative that all utilities are turned on order for our installers to be able to test each appliance. If any appliance utility is not turned on then the appliance cannot be connect for liability purposes and a yellow stop sign will be attached to the either the front of the appliance or appliance opening with a description of what needs to be done in order to install.

All appliance parts, or manuals will be photographed and will be left onsite either in the unit, or given to the project manager or home owner.

All of the appliances installed will be photographed with notes. Any appliance not ready for install will be left in the box so parts do not go missing.

If any damage to the home or appliance is caused by the installer it will be photographed and noted as well as Brought to the attention of the home owner or project manager at the time of the incident.

The homeowner, or project manger will need to be present at the home to sign off at the end of the delivery or installation appointment to go over the appliance(s) installed.

Appointment Cancellation or Re-scheduling

The business day before your scheduled appointment you will receive an automated text/email notification with a 2-hour window for arrival. You must confirm your appointment via text, email, or phone call or your appointment will be cancelled.

Any delivery or installation cancelled less than 24 hours, or refused at the job-site will be charged a \$250 reloading fee.

The logistics office is open from 8AM – 4PM Monday – Friday located at 1640 Rollins Road in Burlingame California. Please call (650) 697-3150 press prompt #2 regarding any questions on will calls, pre-site inspections, deliveries, and or installation status.

Please note that we can't always get you rescheduled immediately. Our delivery/installation schedule can easily be booked out 4-6 weeks in advance. Please plan ahead!