

# Information for Our Customers

## **Before Purchasing an Appliance**

Before purchasing an appliance product, customers are required to make sure they have the correct and required power supply, water pressure, ventilation, space, and/or level area needed for the appliance product.

## **In-Store Pickup**

Customers are welcome to pick up their purchased product at our store location. During hours of operation, we will have an employee present to help load products. For in-store pickups, customers are solely responsible for transporting their purchased product from our location and for ensuring their transport of a purchased product is done in a safe and proper manner.

## **Curbside Delivery**

Upper Valley Appliance offers curbside delivery for a fee. Our delivery team will deliver a purchased product to a physical location specified by the customer. The delivery will be made to a curbside or driveway location. Deliveries will not be made into a residence or other structure. At time of delivery, the customer shall be responsible for inspecting the delivered product for damage. In the event any damage to the delivered product is discovered, the customer may request that the product be returned to Upper Valley Appliance for replacement. Customers will need to be present at the time of delivery, and will be expected to sign a Proof Of Delivery form.

## **In-Home Delivery**

We offer in-home delivery for a fee. Our delivery team will deliver a purchased product into a residence location specified by the customer. Upon delivery to a residence location, our delivery team will unbox the purchased product and remove taping or other fasteners. At time of unboxing, the customer shall be responsible for inspecting the product for damage. In the event any damage to the product is discovered, the customer may request that the product be returned to Upper Valley Appliance for replacement. Customer will need to be present at time of delivery, and will be expected to sign a Proof of Delivery form.

## Disposal

If we are asked to dispose of an old appliance or mattress, a clear and accessible path to and from the old appliance or mattress will be required. Upon commencing the removal of an old appliance or mattress, Upper Valley Appliance will not be held responsible for any damage done to the old appliance or mattress.

## Installation

Upper Valley Appliance offers certain installation services for a fee. If we are requested to install your purchased product, customer shall be responsible for purchasing correct attachments for the specific appliance, including hoses, vents, ducts and power cords. Upper Valley Appliance recommends that old attachments be replaced when installing new appliances. Upper Valley Appliance will not be held responsible for water, or other damage, caused by use of old or deteriorated attachments.

Note: If, after delivering and installing a customer's purchased product, our delivery team is asked to come back to make further adjustments to the installation, a fee will be charged for such service.

Note: Upper Valley Appliance is not responsible for making any modifications or alterations to a customer's home to accomplish or facilitate an appliance delivery, placement or installation. In the event any modifications or alterations are required for the delivery, placement or installation of an appliance, customer is responsible for making or arranging for such modifications or alterations.

Note: Upper Valley Appliance offers installation services for certain products, listed below.

Product	Installation Available?	Notes
Refrigerator	Yes	Customer responsible for installing, attaching, or detaching any waterlines
Electric Range	Yes	Customer responsible for purchasing correct power cord
Electric Dyer	Yes	Customer responsible for purchasing correct power cord and vent

Washer	Yes	Customer responsible for purchasing new hoses
Over the Range Microwave/Hood	Yes	
Air Conditioner	Yes	
Dishwasher	No	Customer responsible for hiring plumber for hook up.
Gas Range	No	Customer responsible for contacting fuel provider and/or a contractor for hook up.
Gas Dryer	No	Customer responsible for contacting fuel provider and for hiring contractor for hook up.
Built -in Cooking, Wall oven, Cooktop, Built in Microwave, etc.	No	Customer responsible for hiring contractor for installation and hook up.