



More saving.
More doing.®

MAJOR APPLIANCE DELIVERY FREQUENTLY ASKED QUESTIONS

How long does it take for The Home Depot to deliver appliances?

The Home Depot offers delivery and hook-up of thousands of appliances to most areas in Canada within 3 to 5 days of purchase. (Some exceptions may apply. Delivery and removal charges apply.)

Does The Home Depot deliver everywhere in Canada?

Currently we deliver to areas within 100 km of a Home Depot location. Ask an in-store associate or call 1-888-493-3768 for details.

Will The Home Depot help me dispose of my old appliance?

Yes, we offer an additional service to move or haul away your old appliance.

Will The Home Depot hook up my appliance?

We offer delivery **and** hook-up of the following appliances:

- Refrigerators
- Free-standing Ranges
- Washers
- Dryers
- Freezers

We offer delivery but **not** hook-up of the following appliances:

- Range Hoods
- Cooktops
- Wall Ovens
- Built-in Ranges
- Slide-in Ranges
- Over-The-Range Microwave Ovens
- Dishwashers
- Built-in Gas Ranges

What can I do to ensure the appliance delivery goes smoothly?

Please refer to the Appliance Delivery Checklist on page 3.

What should I do if the appliance is defective or arrives damaged?

If the appliance arrives with visible damage we recommend that you refuse delivery. Otherwise, you have up to 48 hours to notify us of any concealed damage. If you notice a defect (not damage) in the appliance after 48 hours, this becomes a warranty issue. Please call the manufacturer's warranty line. The appliance comes with a 1 year manufacturer's warranty. In addition, you may purchase an Extended Service Plan at any time within the first year.

What is an Extended Service Plan and what benefits does it provide?

The Home Depot Canada offers The Home Depot Extended Service Plan (ESP). The ESP offers 2 or 4 years of extended service coverage on products beyond the Manufacturer's warranty on all Major Appliances. The Home Depot is partnered with one of the nation's leading providers of Extended Service Plans. Comerco Services Inc (CSI) is our service provider partner supplying The Home Depot's ESP. Coverage extends the manufacturer's warranty for the period of the ESP.

- Parts and Labour Coverage – For mechanical and electrical failure – with no deductibles or hidden fees.
- Toll-Free Customer Assistance – Quick, fast, hassle-free.
- In-Home or pick-up and delivery – On all products which have in-home service during the Manufacturer's warranty period.
- Nationwide Service – Our providers have a nationwide network of authorized service centres to service customer products anywhere in Canada.
- A No-Lemon Guarantee – Customer purchases are also protected with a No-Lemon Guarantee. The product will be replaced if it fails to operate on 3 separate occasions as a result of failure of the same component (see terms and conditions for details). Replacement will be done upon verification of the third failure.
- Guaranteed Satisfaction – If we can't repair it, we will replace it.
- Fully Insured Plans – ESP plans are fully insured by an insurance company licensed in Canada.
- Transferable Coverage – ESP plans are transferable at no charge to a new owner. The ESP follows the product, not the person.
- Food Spoilage – \$200 for the freezer section of a fridge and \$500 for a standalone freezer.
- Surge Protection – We will repair or replace the unit if it has been damaged due to problems caused by electrical surges.

Our Price Guarantee***

We beat lower regular prices by 10%. If you find a lower regular price on an identical In-Stock item at any retail location of a local competitor in Canada, just bring us the confirmation of the lower price and we'll BEAT that price by 10%.

Their sale price is our price. Bring us confirmation that an identical In-Stock item is on sale at any retail location of a local competitor in Canada and we will match that sale price. Where the sale is offered in the form of a percentage discount we will match the discounted price on an identical item.

Financing Plan

No Interest if paid in full within 12 months*

on any **Appliance** in-store or online purchase of \$299 or more (including taxes) when you use The Home Depot® Consumer Credit Card†. Payments required*. No annual fees.

†On approved credit. Financing provided by Home Depot Credit Services, a unit of Citi Cards Canada Inc.

*Interest accrues from the purchase transaction date and will be waived if each minimum monthly payment required during the promotional period is paid in full by its payment due date and the purchase price is paid in full by the plan expiration date. If not, interest will be charged at an Interest Rate of 28.8% per annum in accordance with the Consumer Cardholder Agreement. This offer is valid at The Home Depot Canada locations outside of Quebec. Offer not available to Quebec residents.

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*** This Price Guarantee applies to identical in-stock items at The Home Depot retail location you visit. No special orders (with the exception of Special Order Appliances only) or rain checks. This guarantee does not apply to competitor online prices or offers. The Home Depot reserves the right to verify the price and availability of the product at the local competitor location before honouring this offer. Price confirmation from a competitor must be presented to The Home Depot during the effective dates of the competitor's flyer or within thirty (30) days of any other proof of competitor pricing. This Price Guarantee excludes typographical or other errors, free offers, gifts with purchase, gift cards, gift certificates, rebates, clearance or close-out prices, credit or financing programs, used, damaged, returned, open box or display merchandise, special orders (other than appliances), delivery or assembly

services, labour, installation, and products and services furnished by our Installation Services. Discount applied before taxes and environmental stewardship fees or other levies, if applicable. We reserve the right to limit quantities to an amount reasonable for a residential homeowner. This price guarantee cannot be combined with any other offer. Ask an associate in store for details.