



Home Appliance Delivery Guide



Thank You

for your appliance purchase

What to Expect From Us



Confirmation

- You will receive a phone call the evening before your delivery to provide a 4-hour delivery window, and a 2nd call on the day of delivery within approximately 30 minutes prior to arrival.



Setup

- The delivery team will uncrate the appliance, set in place, level and connect all free-standing electric appliances
- Delivery teams are not equipped to install dishwashers, built-in cooktops, wall ovens, gas ranges/dryers, range hoods, over-the-range microwaves, refrigerators requiring a new water line and slide-in ranges.



Removal

- The delivery team will dispose of your packaging.
- For paid haul away services, driver will move or haul away your old appliance. Ensure the old units are disconnected prior to the delivery.
- Delivery teams will not haul away appliances left on the sidewalk or curbside.



Connecting your New Appliance

- The Delivery Agent is not a licensed trade person (carpenter, plumber, electrician). All electrical outlets, water and gas shut off valves and cabinetry must be available and compliant at the time of delivery in order for hookup to be completed.
- Manufacturers recommend not plugging in a refrigerator for up to 24 hours after being transported.



Additional Service Options (Fee Applicable)

- Haul-away, Door Reversal, Assemble Stack Kits/Units. Ask your store associate for details. If relocating an old unit, it is the customer's responsibility to remove the appliance doors if necessary. The driver can relocate but the customer will need to reattach the doors.

Required for Installation

	Refrigerator	Electric Range	Washing Machine	Electric Dryer	Dishwasher*	
A standard 110V grounded 3 prong electrical outlet, within reach of power cord	✓		✓			
A 240V electrical outlet, within reach of the power cord		✓		✓		
A working water shut-off valve, within 4 feet of the appliance	✓		✓			
New connection hoses as part of the purchased connection kit			✓			
Old unit must be disconnected and empty, including any standing water	✓	✓	✓	✓	✓	✓
A metal vent duct which must be installed prior to the arrival of the delivery agent				✓		

*The delivery agent is not qualified to install dishwashers or hook up gas appliances. Disconnection of these appliances is only required if a haul-away service is expected to be done by the delivery agent. Ask your store associate for details or to assist with co-ordination of installation or visit homedepot.ca/installations for more information or to request a quote.

Important Information

- Items should be inspected thoroughly at the time of delivery. If you are not satisfied, refuse the item before signing the delivery receipt. Damages must be reported within 48 hours of delivery. Please call our Appliance Support Team at 1-800-759-2054 for assistance.
- If you notice a defect in the appliance after 48 hours, please call the manufacturer's warranty line (there is a 1-year manufacturer's warranty)

Delivery Day Checklist

- ❑ Measure Twice, Deliver Once. Check the specifications for your appliance on homedepot.ca to ensure it will fit the intended space.
- ❑ Ensure the delivery path is clear of obstacles such as snow, ice, furniture, debris and pets are safely secured. Measure the path to where the appliance will reside to ensure it will fit.
- ❑ Please ensure that clothes washers and dryers are completely disconnected from the water and power supply. Dryer vent must also be disconnected.
- ❑ You must have an adult aged 18+ present at your delivery time to sign for the appliances. Provide contact information of the individual receiving the delivery (eg. tenant/landlord situations)
- ❑ Book your elevator (if required) for entire 4-hour delivery window.
- ❑ Make certain you have purchased a new connection kit (eg. hoses, dryer vents, stacking kit – when applicable) with each new appliance purchased.



Thank You!

for shopping at
The Home Depot



PROTECTION PAYS OFF

Home Depot Protection Plan coverage
for new appliances beyond the
manufacturer's warranty

See store associate for details
or visit homedepot.ca/esp

**GET IT
INSTALLED**
We do it for you. Results Guaranteed.

 **Visit**
[homedepot.ca/
installations](http://homedepot.ca/installations)

 **Call** 1-800-HOME DEPOT
(1-800-466-3337)
 **Ask** an associate

Questions?



Please Contact
The Home Depot
Appliance Support Team

1-800-759-2054