Home Appliance Delivery Guide
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.
- 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 (including Unit Relocation), Door Reversal, Assemble Stack Kits/Units.
  Ask your store Associate for details.

---

**Required for Installation**

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

*The delivery agent is not qualified to install dishwashers or hook up gas appliances. Ask your store Associate for details or to assist with co-ordination of installation or visit homedepot.ca/installs for more information or to request a quote.

---

**Important Information**
- The delivery agent will unbox the appliance upon delivery.
- If any damage to your appliance is observed at the time of delivery, please immediately contact our Appliance Support Team at 1-800-759-2054.
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 free and clear of obstacles such as snow, ice, furniture and debris. 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 age 18+ present at your delivery time to sign for the appliances.
- 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

Questions?
Please Contact
The Home Depot
Appliance Support Team
1-800-759-2054

PROTECTION PLAN
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

Visit
homedepot.ca/installations
Call 1-800-HOME DEPOT (1-800-466-3337)
Ask an associate