

HOME APPLIANCE DELIVERY GUIDE

THANK YOU FOR CHOOSING THE HOME DEPOT



WHAT TO EXPECT FROM US

Communication

- 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, approximately 30 minutes prior to arrival.

Setup*

- The delivery team will uncrate, set in place, level and connect your appliance. Then, they will test the machine for functionality and inspect it for damage.

Removal

- The delivery team will dispose of your packaging. If you have opted for the additional service, they will also move or haul away the replaced appliances.

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.

Additional Service Options (Fee Applicable)

- Haul Away (including Unit Relocation), Door Reversal, Assemble Stack Kits / Units.
- Ask your store Associate for details.

ESSENTIALS TO ENSURE THE DELIVERY GOES SMOOTHLY

Measure Twice, Deliver Once

- Check the specifications section for your appliance on its product page to ensure it will fit the intended space.
- Measure any doorways, hallways and stairways in the delivery path to be sure they are wide enough to accommodate the appliance.

Path to Deliveries

- Ensure the delivery path is free and clear of obstacles such as snow, ice, furniture and debris.
- Be sure to clear the path to the installation location of any obstacles, including rugs, furnishings and personal items.

Don't Forget to

- Remember to disconnect and empty any existing appliances you are replacing.

- You must have an adult age 18+ present at your delivery time to sign for the appliances.
- Book your elevator.
- Make certain you have purchased a new connection kit with each new appliance purchased. The delivery team does not carry parts and cannot use existing connection parts for new appliance installations.

IMPORTANT INFORMATION

Damages

- Appliances that are identified as defective or damaged during delivery should be sent back with the delivery team.
- Once a delivery is complete, any damage must be reported **within 48 hours of delivery to the Home Depot. Please call the Appliance phone number located at the top of your order paperwork.**
- If damaged is being reported post 48 hours, please contact the manufacturer of the appliance directly for assistance.

Special Order Appliances

- A restocking fee may apply on special order appliances. Ask your store Associate for details.

* Some Appliances cannot be installed by the delivery team. See your Appliance Associate for details.



More saving.
More doing.



QUALITY FROM THE STORE TO YOUR DOOR

Please review the following important details, so we can provide you the best delivery experience.

REFRIGERATORS

Required for installation:

- A standard 110V grounded, 3 prong electrical outlet must be within reach of the power cord.
- For ice and water dispensing models, a working shutoff valve must be located within 6 feet of the appliance and on the same floor. If a shut valve is not present, your hookup cannot be completed.
- New connection hoses as part of the purchased connection kit.
- Delivery agents cannot install ice makers. Ask your store Associate for details or to assist with co-ordination of installation.



DISHWASHERS

Required for delivery:

- The delivery agent is **not qualified to install dishwashers**. The appliance will be left with the customer crated. It can be uncrated if requested by the customer.
- Ask your store Associate for details or to assist with co-ordination of installation.
- If a Haul Away service has been requested, please ensure that the old unit is disconnected and empty. This includes any standing water in the machine.

ELECTRIC RANGES

Required for installation:

- A 240V electrical services are required to power units.
- The delivery agent is not qualified to direct wire ranges. An appropriate outlet must be available at time of delivery.



GAS APPLIANCES

Ranges, Cooktops, Wall Ovens, Microwaves

Required for delivery:

- The delivery agent is **not qualified to hook up gas appliances**. The appliance will be left with the customer crated. It can be uncrated if requested by the customer.
- Ask your store Associate for details or to assist with co-ordination of installation.
- Or, visit www.homedepot.ca/installs for more information and to request a quote
- If a Haul Away service has been requested, please ensure that the old unit is disconnected and empty. This includes any standing water in the machine.

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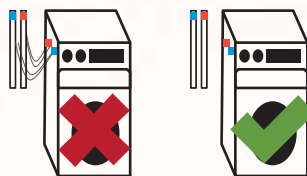
WASHING MACHINES

Required for installation:

- A standard 110V grounded, 3 prong electrical outlet must be within reach of the power cord.
- A working water shut-off valve must be located within 4 feet of the appliance, on the same floor. The shut-off valve must be corrosion free and require no plumbing alterations.
- The customer must ensure that the old unit is disconnected and empty. This includes any standing water in the appliance. Ask your store Associate for details or to assist with co-ordination of disconnection.



- A new set of hoses are required and should be purchased along with the washer. Existing hose cannot be reused due to the risk of bursting and/or leaking.
- The delivery includes removal of the shipping rod and connection of the drain hose.



ELECTRIC DRYERS

Required for installation:

- A 240V electrical outlet must be within reach of the power cord.
- A metal vent duct which must be installed prior to the arrival of the delivery agent
- The delivery agent is not qualified to direct wire dryers. An appropriate outlet must be available at time of delivery.
- New connection parts. Ask your store Associates for details.



GAS DRYER

Required for delivery:

- The delivery agent is **not qualified to hook up gas appliances**. The appliance will be left with the customer crated. It can be uncrated if requested by the customer.
- Ask your store Associate for details or to assist with co-ordination of installation.
- Or, visit www.homedepot.ca/installs for more information and to request a quote
- If a Haul Away service has been requested, please ensure that the old unit is disconnected and empty. This includes any standing water in the machine.

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