

ALBERT LEE™

Major Appliances Since 1939

PREPARING FOR YOUR APPLIANCE DELIVERY

Thank you for choosing Albert Lee Appliance. In an effort to provide you with the highest level of service, we offer one free deluxe delivery in our free zone with your appliance purchase.

Please remember, if you have any questions, contact your Sales Associate

- Please verify that the product you have purchased will fit in your home. Consider the height, width, depth and door swing of the appliances, as well as any ventilation (round or rectangular ducting) or gas requirements (natural gas or liquid propane).
- It is your responsibility to protect your floor coverings.
- Our delivery office will call you between 4pm and 6pm the evening prior to your delivery confirming your two hour time window and your address. If you are not home to receive our call, we will leave a message at the telephone numbers that you have provided on your order. Please respond to our message at (206) 286-1499 verifying that you will be home to accept delivery. As an added convenience, we are happy to call you (upon request) at work or on your cell phone 30 minutes prior to our arrival. **If we do not receive verification by 8am the following morning we will conclude that you are not prepared to accept your order and we will un-schedule your delivery.** To reschedule, please call 206-706-2532 (for faster service, please have your order number available). Unfortunately, we are unable to guarantee definite AM or PM time frames.
- Our state requires the person receiving and signing for the delivery to be at least 18 years of age.
- Upon arrival at your home, our delivery team will review our sign-off sheet with you and develop a plan that identifies the best possible route through your home. You may be asked to clear a path free of furniture, breakables, banisters/railings and other obstructions from your door to the delivery area. If the delivery is particularly difficult or there is potential for damage, you will have the option to sign a damage waiver to proceed with the delivery (difficult deliveries may include: inadequate plumbing or electrical applications, improperly protected floor coverings, spiral or narrow staircases, landings or doorways, etc).
- A deluxe delivery consists of: installation of free-standing appliances, a 4' or 6' range and/or dryer cord, up to 6' of flex venting and clamps for your dryer, a 5' water line for the refrigerator, and removal of old appliances on a one for one basis (**our delivery team does not install/uninstall gas or built-in appliances**).
- Our delivery team is unable to take off their shoes in your home. They will wear protective coverings over their shoes unless it is unsafe to do so.
- **We highly recommend that you inspect all of your appliances and property prior to the delivery team leaving your home. Neither Albert Lee Appliance nor the manufacturer is able to address damage that occurs after delivery.**
- To help us continue your free delivery program in the future, please call us with a minimum of **48 hours notice** if you need to postpone your delivery. Thank you very much!

DELIVERY CHALLENGES

- Please inform your sales associate if we are delivering to a townhome or second floor kitchen location.
- Gas and built-in appliances that are being hauled away must be disconnected and removed from cabinetry prior to your delivery.
- We are unable to move or install appliances that are not part of your delivery.

APPLIANCE INSTALLATION

Please remember, if you have any questions, contact your Sales Associate

- If you require installation of any gas or built-in appliances (dishwashers, wall ovens, pro appliances, etc), please see your Sales Associate.
- Washers: We will connect the water and drain hoses that are provided by the manufacturer to existing shut off valves and drains. Valves and drains must be within three feet of the washer (we are unable to connect your appliance to plastic valves or plumbing). We will plug into an existing 120v, grounded, three prong receptacle located within three feet of the washer. The washer will be leveled and tested.
- Dryers: We will only plug the cord into **a 208/240v 30amp grounded dryer receptacle** (see figure 1). Receptacle must be within three feet of dryer. We will connect flex ducting to an existing in-wall vent tube within six feet of the dryer (your dryer may need to be side-vented with an optional side-vent kit at an additional cost). Dryer will be leveled and tested. **Gas dryers must be connected by our install team** (please see your sales associate).
- Refrigerators/Freezers: We will level and plug the unit into a 120v three prong grounded electric receptacle. The receptacle must be within three feet of the appliance. We will connect a 5' water line to an existing water supply or valve behind the refrigerator (not plastic). Water shut-off must be easily accessible to the delivery team.
- Ranges (electric): We will only plug a 4' or 6' range cord into **an existing 208/240v, 40/50 amp grounded range receptacle** (see figure 2). The receptacle must be within three feet of the range. We will set the clock, level, and test the unit. **Gas ranges must be connected by our install team** (please see your sales associate).
- Drop-off Deliveries: Drop-off deliveries will be placed in the area of your home that you designate. In order to verify that there is no damage, our driver will open the boxes and inspect the items in the presence of your representative. We are unable to re-crate the items to factory specification.
- All installation-related parts that we use are UL approved.

Figure 1. Dryer



Figure 2. Range



POST-DELIVERY

- It is our expectation that our delivery personnel will present themselves in a clean, professional and courteous manner. Should you have any questions or concerns regarding your delivery, please write your comments on the sign-off sheet, or contact our delivery office at 206-706-2532. Your feedback is essential to help us maintain the highest possible level of service.
- Should you have any questions regarding the operation or performance of your product please contact your sales associate or feel free to call 206-282-2110 and ask to speak to a customer service representative. We look forward to assisting you!
- **Please do not install damaged items. Manufacturers require all product packaging for any damaged returns.**

NOTE: Our delivery personnel are authorized to decline any delivery that they feel will cause excessive damage, personal injury, or if they are being subjected to verbal or physical abuse.