

FACTORY APPLIANCES OUTLET

Terms & Conditions & Delivery Policy

1. CUSTOMER ACKNOWLEDGMENTS (PLEASE INITIAL)

- **Space & Fit:** I confirm that the size of all purchased item(s) will fit in their designated space(s) and will safely move through all entryways, hallways, and doorways. **Initial:** _____
- **Utility Connections:** I verify that water and gas lines are fully functional, unfrozen, and completely free of rust or corrosion. Delivery drivers cannot connect units if any leaks or structural defects exist. **Initial:** _____
- **Damage Reporting:** I agree to thoroughly inspect the merchandise and report any product damage or property damage immediately while the drivers are still on-site. **Initial:** _____

2. DELIVERY & INSTALLATION POLICIES

- **Fees & Returns:** Shipping, delivery, and installation charges are strictly non-refundable. An additional **\$99.95 fee** will be charged if a return trip is required due to unreadiness. Custom special orders are final, non-returnable, and non-refundable.
- **Scope of Service:** Standard delivery includes unpacking, leveling, and disposal of outer packing materials. Haul-away, relocation of existing units, and full installation are separate paid services. **Required installation parts, custom cuts, or structural modifications are extra and not included in standard fees.**
- **Parts Requirement:** To ensure safe installation, new factory hook-up accessories (waterlines, gas connectors, electrical cords, vent kits) are required for all freestanding appliances. The crew cannot reuse old components or connectors.
- **Built-In Appliances:** Built-in units—including dishwashers, cooktops, wall ovens, hoods, microwaves, and specialized configurations—can be delivered but will not be installed by our crew. Third-party professional referrals are available; independent fees apply.

3. SCHEDULING & SAFETY

- **Notifications:** Delivery days are confirmed 48 hours in advance. An automated call will provide a dynamic 3-hour time window the evening prior to delivery. Specific timeframes cannot be requested or scheduled ahead of time.
- **Site Safety:** All household pets must be securely restrained prior to crew entry. Personnel will not perform high-risk actions (e.g., carrying units over fences, kitchen islands, unpaved pathways, or through narrow stairs). If lines or spaces are unready, items will be safely dropped in the garage without hookup. A "Release of Liability" waiver may be required for complex deliveries.

4. RETURNS, EXCHANGES, & REFUNDS

- **Policy & Restocking:** All returns and exchanges require formal management approval within 7 days of delivery and are subject to a **25% restocking fee** plus associated delivery charges. Factory Appliances Outlet reserves the right to deny any return request.
- **Bundles & Promotional Discounts:** Returning any single component of a discounted package or promotional bundle immediately voids the complete package discount. The total value of the savings will be deducted from the finalized refund amount.
- **Refund Methods:** Purchases made via cash or check will be refunded via corporate check within 10–14 business days post-return. Returned consumer checks incur a **\$25 fee**. All other payment methods are processed immediately upon product return.

By signing below, I acknowledge that I have read, thoroughly understood, and agree to abide by the comprehensive terms, conditions, and delivery stipulations outlined above by Factory Appliances Outlet.

Print Name: _____

Date: _____

Signature: _____