

# delivery services offered:

## 1 drop off only

Drop off boxed appliance to garage or curb only, not in residence or building.

We recommend inspecting the product immediately. Claims for damaged products must be filed within 48 hours of delivery.

## 2 set in place

Unboxing & positioning of appliance in the available opening.

We will remove and take away external packaging. No removal of internal packaging (i.e. shipping braces, brackets, etc.) No hook up. Only available on appliances 390lbs and less.

## 3 hook up

Hook up appliances if: water/gas shut off valves are within 3ft. of appliance connections and are in good working order. Hook up does not include the installation of dishwashers, cook-tops, wall ovens, micro-waves, ventilation, downdraft ranges, or built-in products. See sales person for installations services. Only available on appliances weighing 390lbs or less.

## 4 additional services

- reverse refrigerator door swing
- reverse dryer door swing
- stack front load laundry
- put laundry units on pedestals
- moving or haul-away of old appliances
  - one - for one - basis only (i.e. old range for a new range)
  - moving of your existing appliances to another location in the same residence\*\*\*
  - charges must be paid prior to delivery
  - we reserve the right to refuse the old unit due to infestation or unsafe conditions.

\*\*\*appliance delivery personal are not permitted to move any appliances over 390 pounds.

## 5 ask about our installation service

For dishwashers, cook-tops, wall ovens, microwaves, ventilation, downdraft ranges or built-in products.

Ask us about our white glove service!



## delivery services preformed:

drop off set in place hookup

|                            |     |                                |                                |
|----------------------------|-----|--------------------------------|--------------------------------|
| deliver appliance          | yes | yes                            | yes                            |
| unbox appliance            | no  | yes                            | yes                            |
| appliance set in place     | no  | yes                            | yes                            |
| remove external packaging  | no  | yes                            | yes                            |
| remove internal packaging  | no  | no                             | yes                            |
| move old product to curb   | no  | additional charge <sup>1</sup> | additional charge <sup>1</sup> |
| haul old product away      | no  | additional charge <sup>1</sup> | additional charge <sup>1</sup> |
| swap door swing            | no  | additional charge              | additional charge              |
| stack laundry on pedestals | no  | additional charge              | additional charge <sup>1</sup> |
| stack front load laundry   | no  | additional charge              | additional charge <sup>1</sup> |

(1) If already disconnected at time of delivery.

## scheduled delivery date:



Your Friendly, Locally Owned & Operated Appliance & Mattress Store.



[www.highcountryappliances.com](http://www.highcountryappliances.com)

970.887.3335

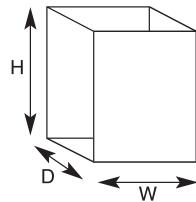
455 E. Agate Ave. Granby, CO



to change delivery date without incurring an additional fee, High Country Appliances must be notified by 2pm the business day prior to your scheduled delivery date.

## before delivery verify:

- Space for your new purchase.



\_\_\_\_\_ H x \_\_\_\_\_ W x \_\_\_\_\_ D

- Width of doorways and passage ways to accommodate appliances.
- Household doors may be removed for additional charge.
- Fuel type - gas or electric.
- Appropriate power supply, hookup and venting.
- There is a clear path for the delivery team. (i.e. ice, snow, toys, debris, furniture needs to be moved to allow clear access to the desired location).
- An adult 18 years of age or older will be present during delivery.

## what you can expect:

You will receive a call the day before your delivery, between 2pm-5pm.

The day of your delivery you will receive a call when the driver is en-route to your scheduled delivery.



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\*shut-off valve must be in good working condition and must be within 3ft of installed appliance location(s). <sup>2</sup>outlet must be within 3ft of appliance.

## if you have purchased the following:

3

## hook up service

direct replacement only and restricted to proper existing fittings, valves, services lines, etc. We will only use installation accessories provided by High Country Appliances to install your new appliances.

### Freestanding Refrigerator

*You need to:*

- turn off old unit and remove all items

*we will:*

- connect to existing electrical outlets.
- turn on to factory settings.
- connected new supply line provided by High Country Appliances.
- reverse door hinges\* from right to left, if requested at time of purchase (for an additional charge)  
\*not available on all models.
- test your appliance to ensure proper performance.

### Dishwasher, Wall Oven, Cook-top, Microwave, Ventilation, Downdraft Range, or built-in product.

*we will:*

- place where requested if accessible.  
please note: our delivery team cannot hookup / install dishwashers, wall ovens, cook-tops, microwaves, ventilation, downdraft ranges, or built-in product nor perform carpentry work. Please contact your sales team member if you would like us to arrange for an installer to provide these services. An additional charge will apply.

### Gas Range

*you need to:*

- not use the range the day of delivery.
- remove pots & pans from drawer.

*we will:*

- set range in place and level.
- connected new gas supply line provided by High Country Appliances.
- install anti-tip brackets.
- test your appliance to ensure proper performance.

### Electric Range

*you need to:*

- not use the range the day of delivery.
- have one of the proper outlets



*we will:*

- connected to existing outlet with new cord provided by High Country Appliances.
- install anti-tip brackets
- test your appliance to ensure proper performance

### Gas Dryer

*you need to:*

- make sure there is no plastic or foil venting
- make sure there is adequate space behind the dryer for vent connections

*we will:*

- connect metal dryer venting from dryer to wall connection (venting material is provided by High Country Appliances, venting length not to exceed 5 feet, to wall or floor connection only).
- connected new supply line provided by High Country Appliances.
- reverse door hinges\* from right to left if requested at time of purchase (for an additional charge)  
\*not available on all models.
- test your appliance to ensure proper performance.

### Electric Dryer

*you need to:*

- make sure there is no plastic or foil venting
- have 30 amp electricity w/one of the above outlets
- make sure there is adequate space behind the dryer for vent connections

*we will:*

- connected existing outlet with new cord provided by High Country Appliances, outlet must be within 3ft. of appliance.
- connected new metal flexible dryer venting provided by High Country Appliances, from dryer to wall connection.
- reverse door hinges\* from right to left if requested at time of purchase (for an additional charge)  
\*not available on all models.
- test your appliance to ensure proper performance.

### Washing Machine

*you need to:*

- if washing machine drains via a stand pipe, make sure it is a least 34" tall.

*we will:*

- connect to an existing hot and cold water supply and drain (if connection and valves are in good condition) using the hoses provide by High Country Appliances.
- reverse door hinges\* from left to right if requested at time of purchase (for an additional charge)  
\*not available on all models.
- test your appliance to ensure proper performance.