



Mrs. G Appliances — Terms & Conditions

1. Appliance Delivery & Basic Installation

- Gas appliances typically ship set for Natural Gas. LP conversion is not always possible and may require an LP conversion kit and a licensed professional installer at customer's expense.
- Delivery teams may reconnect LP only using a standard 1/2" x 1/2" gas flex line. Non-standard connections require a licensed contractor at customer's expense.
- A gas shutoff valve must be present behind any gas appliance.
- 115V/230V appliances must have proper outlets located behind the appliance. Direct wiring is not permitted.
- Range hoods do not include ducting or accessories. Blowers over 400 CFM may require make-up air accessories at customer's expense, depending on local code.
- Installers will not reuse old power cords, hoses, or gas lines. New parts must be purchased at customer's expense.
- 220V appliances do not include power cords; gas appliances do not include gas lines; washers do not include fill hoses; refrigerators do not include water lines.
- Required installation accessories and connection parts are sold separately unless expressly included with the product.
- Built-in products require skilled installation; installers are paid directly by the customer unless otherwise stated.
- New ranges may require relocation or modification of the electrical or gas connections in order to fit properly. Required modifications must be performed by a licensed professional at the customer's expense.
- Delivery teams are not plumbers, electricians, or carpenters. They perform basic re-installations only to existing, code-compliant connections. Non-code-compliant, damaged, inaccessible, or non-standard connections must be corrected by a licensed professional at the customer's expense.
- Customer is solely responsible for ensuring that all existing plumbing, electrical, gas, venting, shutoff valves, outlets, and connections (and any required permits/inspections) comply with applicable federal/state/local codes and manufacturer installation requirements. Mrs. G and its delivery/installation teams do not inspect for or certify code compliance.
- Anti-Tip Bracket Requirement. If the product includes (or requires) an anti-tip/tipping bracket, Mrs. G will not install or reconnect the product unless the anti-tip bracket is installed. If the customer does not want the anti-tip bracket installed, the customer must accept delivery only (no installation/reconnection). The customer is responsible for hiring a qualified third-party installer to install the anti-tip bracket and complete installation prior to use.
Do not use the range until the anti-tip bracket is properly installed.
- Exchanges due to customer error are subject to a re-delivery fee.

2. Delivery Information

- Customers must notify Mrs. G in advance of any delivery challenges (narrow halls, height restrictions, stairs, tight turns, etc.). Failure to do so may require rescheduling the delivery and may be subject to additional delivery charges.
- Old gas/water valves may fail when operated; this is the homeowner's responsibility.
- Certain large or professional appliances may require additional delivery personnel and/or special handling. Additional delivery charges may apply and are the customer's responsibility.
- Requests for a Certificate of Insurance (COI) require one (1) week prior notice.
- The customer must inspect all appliances at delivery. Damage must be reported within 24 hours of delivery.
- Delivery times are not guaranteed. A 4-hour delivery window will be provided the morning of delivery.
- A re-delivery fee applies for same-day rescheduling or missed delivery appointments.
- Delivery, installation, and installer site visits may be arranged directly between the customer and installer, as applicable.
- Measure all access points to confirm the appliances will fit prior to delivery.
- The delivery site must be safe and accessible, including being clear of snow, ice, debris, construction materials, and any other hazardous conditions. Mrs. G may decline or reschedule delivery if the site is unsafe. If a re-delivery is required due to an unsafe site, an additional delivery fee will apply.

3. Payment Methods & Refunds

- Accepted payments: major credit cards, cash, checks (allow 7 banking days prior to delivery), and Third-Party Financing (via Participating Lenders).
- Third-Party Financing (via Participating Lenders) is *subject to credit approval. Financing is provided by third-party lenders; Mrs. G does not control credit decisions, underwriting, APR, fees, or lender terms. Applications may be evaluated by one or more participating lenders to identify available financing options. Available programs, participating lenders, and promotional terms are subject to change without notice; terms and required disclosures will be presented prior to acceptance.*
- A 50% deposit is required to place an order. Special orders and floor models require payment in full.
- The full balance must be paid before delivery and/or installation scheduling.
- Sales tax is based on the delivery ZIP code.
- Refunds are issued by the original payment method:
 - Cash/check refunds require up to 14 days.
 - Credit card refunds require card re-entry.

4. Return Policy

- **Non-returnable items** include: special orders, floor models, yellow tag/clearance items, all ventilation items, hoods, trim kits, built-in appliances, damaged items, and items missing original parts.
- Special orders are non-cancellable once placed.
- All returns require management approval and must include all original packaging, manuals, and parts.
- A minimum 30% restocking fee applies to returns/cancellations.
- Installed appliances require manufacturer approval for return; a service evaluation is required.
- Hoods are not returnable—confirm compatibility before purchase.
- Manufacturer delays, (often 12+ weeks), are beyond our control. Orders cannot be cancelled due to delays.

5. Special Orders — Definition & Disclosure

- For purposes of these Terms & Conditions, a “Special Order” means any product that is not a regularly stocked Mrs. G inventory item and/or is ordered or sourced specifically for the customer.
- Special Orders include, but are not limited to:
 - Non-stock items (items not carried in regular inventory at the time the order is placed).
 - Special colors or finishes (including any color/finish not regularly stocked).
 - Accessories and add-on items ordered for a specific customer/order.
 - Trim kits and model-specific installation/trim components (including items considered “custom” or special-order by the manufacturer/distributor).
 - Brands, models, or configurations that are treated as special order because they are not regularly stocked or are sourced through special procurement channels.
- All hoods are considered special order and must be paid in full before the order is placed.
- Special Order identification. Items may be deemed Special Order if they are identified as “Special Order” on the invoice, order acknowledgement, vendor confirmation, or purchase documentation, or if they meet the definition above.
- Special Order terms. Special Orders require payment in full and are non-cancellable and non-returnable once the order is placed/confirmed with the vendor, consistent with the Payment and Return Policy sections of these Terms & Conditions.

6. Rebates

- Applying for and meeting specific manufacturer requirements for rebates is the customer’s responsibility.
- Customers must meet qualifying purchase requirements, including but not limited to purchase windows, delivery deadlines, and submission deadlines.
- Retain copies of all rebate documentation.
- Rebates apply to residential purchases only.

7. Storage Policy

- Due to supply constraints, customers must accept delivery once all items are in stock and available for delivery.
- Mrs. G does not offer long-term storage; items must be delivered within 30 days.
- After 30 days, storage fees apply at 1.5% of the total price per item, per month.
- Moving items from garage storage into the home at a later date will incur additional delivery fees and is subject to scheduling availability.

8. Miscellaneous Important Notes

- Fisher & Paykel refrigerators with external filters require a contract installer for water hookup.
- Refrigerator placement in garages is discouraged. Most refrigerators do not function properly below 50°F, and units used in garages are not returnable.
- Appliances delivered before the home is ready for installation must be opened and inspected at delivery; damage claims must be made within 24 hours.
- Old gas/water valves may fail when operated; this is the homeowner's responsibility.
- Special order colors are NON-CANCELABLE, NON-RETURNABLE, AND NON-REFUNDABLE. Color variations may occur beyond Mrs. G's control.
- If the appliance is installed on a commercial property, the standard warranty is void. The customer must purchase a commercial warranty for coverage.
- Warranty start dates may be based on delivery and/or installation date per manufacturer policy; proof of installation may be required.
- See Section 6 (Storage Policy) regarding storage timelines and warranty start dates.
- Anti-Tip Safety Notice: Where applicable (e.g., ranges), products that include or require an anti-tip/tipping bracket must be secured with the bracket. If the bracket is not installed, the product must not be used.



Mrs. G Ventilation — Terms & Conditions

Properly specifying ventilation is complex. This document outlines common mistakes and key requirements.

1. Local Codes & Homeowner Responsibility

- Local building codes vary by municipality. The homeowner/purchaser is responsible for knowing and complying with local requirements including makeup air.
- Mrs. G Inc. does not determine local code compliance for ventilation products. The customer must verify that the selected hood meets all applicable local code requirements before purchase.

- Ventilation hoods and/or hood accessories, once ordered and confirmed, are non-cancelable, non-returnable, and non-refundable.

2. Ventilation & Ducting Requirements

- Ducted hoods require specific duct size, duct location, transitions, elbows, dampers and clearances. The installation site and duct path must be evaluated prior to ordering. Improper ducting may reduce performance and/or void the manufacturer's warranty.
- Built-in hoods, inserts, and slide-out hoods have specific and often complex dimensional requirements that must be confirmed prior to ordering.
- If a hood is installed as non-vented/recirculating, a recirculation kit may be required (sold separately) and may change clearances, dimensions, and performance. The customer is responsible for confirming configuration, compatibility, and any code requirements prior to ordering.
- Ventilation systems with CFM ratings over 390 may require make-up air; verify local code requirements prior to ordering.
- Vent-A-Hood ventilation requires the use of Vent-A-Hood proprietary roof/wall caps and accessories; use of generic parts may cause improper ventilation and void the manufacturer's warranty.

3. Usability Evaluation

- Many factors (size, shape, available space, duct path, ceiling height) impact whether a hood will work.
- Mrs. G Inc. does not determine hood usability. The customer must consult a licensed professional installer to confirm suitability prior to purchase.

4. Special Orders, Deposits & Non-Returnable Items

- All hoods are considered special order and must be paid in full before the order is placed.
- Hood colors, stainless finishes, and materials vary by brand; Mrs. G Inc. cannot guarantee finish matching across manufacturers.
- Duct covers, ventilation parts, and accessories are non-returnable and non-refundable.
- Once a hood or accessory is ordered and confirmed, it is non-cancelable, non-returnable, and non-refundable.



Mrs. G Yellow Tag Products — Terms & Conditions

Mrs. G Inc. has established the following policy for products designated as Yellow Tag items.

1. What Are Yellow Tag Products?

- Yellow Tag items may include floor samples, demos, as-is items, dented/dinged appliances, or items returned for various reasons.
- Some items are Yellow Tagged due to showroom refresh/replacement.
- Mrs. G will note any known issues or reasons an item has been Yellow Tagged. Items without listed notes are being cleared to make room for new inventory.

2. Condition & Warranty

- All Yellow Tag and Floor Sample items have no cosmetic warranty, whether noted or not. Minor cosmetic imperfections (showroom wear, scratches, small dings) are typical and not individually listed.
- Yellow Tag items are sold as-is for cosmetic condition but include the manufacturer's operational warranty unless otherwise stated.

3. Yellow Tag Policies

- Payment must be made in full before any Yellow Tag item can be marked "sold" and held.
- Yellow Tag items may be held for up to 14 days. Holds beyond 14 days are not available.
- All Yellow Tag items are **non-cancelable, non-returnable, and non-refundable**.



Delivery Inspection Waiver— Terms & Conditions

Mrs. G Inc. requires all delivered products to be uncrated and inspected for damage at the time of delivery. Manufacturers typically do not accept damage claims reported more than 24 hours after delivery. Delivery personnel will photograph each item from all sides during the inspection.

Declining inspection releases Mrs. G Inc. and the delivery company from responsibility for damage claims identified after delivery.

I/We understand that accepting delivered products without full inspection releases Mrs. G Inc. and all delivery companies from any future claims for damage.