



# Mrs. G Appliances Terms & Conditions

Customer Name: \_\_\_\_\_ Invoice #: \_\_\_\_\_ Date: \_\_\_\_\_

## 1. APPLIANCE DELIVERY & BASIC INSTALLATION

- Gas appliances usually ship set for Natural Gas. LP conversion is not always possible and may require a kit and professional installer at additional cost.
- Drivers can only reconnect LP using a standard 1/2" x 1/2" gas flex line. Non-standard connections require a licensed contractor.
- A shutoff valve must be present behind any gas appliance.
- 115v/230v appliances require outlets behind appliances. Direct wiring is not permitted.
- Range hoods do not include ducting or accessories. Blowers over 400 CFM may require make-up air.
- Installers will not reuse old power cords, hoses or gas lines; new parts must be purchased.
- 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.
- Built-in products require skilled installers paid directly by the customer.
- New ranges may require moving electrical or gas lines for proper fitting.
- Delivery teams are not plumbers, electricians, or carpenters; they perform basic re-installations only to existing, to-code connections.
- Exchanges due to customer error incur a minimum \$130 redelivery fee.

## 2. DELIVERY INFORMATION

- Customers must notify Mrs. G of delivery challenges in advance (narrow halls, height restrictions, stairs, tight turns, etc.)
- Large/pro appliances may require extra delivery personnel at customer expense.
- A Certificate of Insurance request requires 1 week prior notice.
- Inspect all appliances at delivery; damage must be reported within 24 hours.
- Delivery times are not guaranteed; a 4 hour window is provided the morning of delivery.
- Delivery, installation, and installer site visits are arranged directly between customer and installer.
- Measure all access points to ensure appliances fit.
- A minimum \$130 redelivery fee applies for same-day rescheduling or missed delivery appointments.
- Any staircases? N / Y - Straight: \_\_\_\_\_ Turns/Curves: \_\_\_\_\_ (Initial: \_\_\_\_\_)

### **3. PAYMENT METHODS & REFUNDS**

- Accepted payments: major credit cards, cash, checks (7 banking days needed before delivery), and Wells Fargo financing.
- A 50% deposit is required to place an order; special orders and floor models require full payment.
- Full balance is required before delivery or installation scheduling.
- Sales tax is based on delivery zip code.
- Refunds use the original payment method. Cash/check refunds require 14 days. Credit card refunds require card re-entry as numbers are not stored.

### **4. RETURN POLICY**

- Non-returnable: special orders, floor models, yellow tag/clearance, all ventilation items, trim kits, built-in appliances, damaged items, 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; service evaluation is required.
- Hoods are not returnable - ensure compatibility before purchase.

### **5. REBATES**

- Rebates are the customer's responsibility.
- Customers must meet purchase windows, delivery deadlines, and submission deadlines.
- Keep copies of all rebate documentation.
- Rebates apply to residential purchases only.

### **6. STORAGE POLICY**

- Due to supply constraints, customers must accept delivery as soon as items arrive in stock.
- Mrs. G does not have long term storage facilities; items must be delivered within 30 days.
- After 30 days, storage fees of 1.5% of total per item per month apply.
- Moving items from garage storage into home later incurs additional delivery fees.
- Warranty start dates may be based on installation if proof is provided.

**7. MISCELLANEOUS IMPORTANT NOTES**

- Fisher & Paykel refrigerators with external filters require a contract installer for water hookup.
- Refrigerators placed in the garage is discouraged; most refrigerators do not function properly below 50°F and are not returnable if used in garages.
- Appliances delivered before ready to install 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 homeowner responsibility.
- Special order colors are non-returnable, non-cancellable, and color variations may occur beyond Mrs. G's control.

**ACKNOWLEDGEMENT**

I have reviewed and agree to all terms listed above. I accept responsibility for requesting clarification when needed.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_