



# Wesco Home

## Delivery – Pick-Up – Exchange Policy

WESCO Home will not load product into any vehicle we deem unsafe to transport your purchase. Buyer accepts complete responsibility for the safe transport of their merchandise and agrees to hold WESCO Home, Inc., its employees, and/or agents harmless in the event that any accident, injury or damages result in transport of the above described merchandise subsequent to my purchase notwithstanding the fact that Seller, its employees, and/or agents may have assisted me in loading, tying down, and/or fastening the above described merchandise to my vehicle.

### Nothing On Top Policy

For your safety and the safety of others traveling around you, we are unable to load, or allow you to load, any item of furniture on top of your vehicle.

### Delivery - Only available in designated local shipping/delivery areas

Furniture: FREE Delivery on purchase of \$500 or more, Weekdays only!

Appliances & flooring: \$79 per trip within 60 miles. New hookups or cords mandatory if we hook up. (as applicable)

Moving in same home: Wesco will move your furniture or appliance to a new location in your home for \$25 per move. Meaning, if we move your old fridge to the basement, and dispose of your basement fridge, \$25 for move + \$25 for disposal. Additionally, Wesco is not a moving service, we will not load or unload old products from our truck whether on the same property or not.

### What's Included

- **4 step** Pre-Delivery Inspection at our facility
  1. Complete Unpacking/Unwrapping of your purchase.
  2. Product pre-Inspection by our professional service team.
  3. Pre-Assembly of all furniture, appliance and hardware (for fastest in-home install).
  4. Professional touch up or on the spot replacement of defects before product is then rewrapped for safe transport to your home.
- Professional delivery team will inspect the route to the room to make sure the new furniture or appliance can safely pass through.
- Placement of furniture or appliance into a specific room of your home, condo or apartment (The delivery team will inspect the room to make sure it is ready for delivery and discuss where you would like your new furniture to go.)
- Complete assembly and installation of your purchase (Built-in appliances require an extra charge and Service Technician)
- Disposal of all packing materials.

### Customer Pre-Delivery Checklist

- Check the specifications section for your appliance on its product page to ensure it will fit the intended space
- Measure any doorways, hallways and stairways in the delivery path to be sure they are wide enough to accommodate your new purchase.
- You must have an adult age 18+ present at your delivery time to sign for your new furniture or appliances

### Prep Your Delivery Area

- Verify there are less than (3) flights of stairs to get to the install location (not applicable if elevator is available)
- Clear the inside path to the installation location of any obstacles, rugs, furnishings and personal items
- Ensure outside path for delivery is free of snow, ice and any debris
- Empty any existing appliances you want hauled away

## Safe Setup

- The delivery team will uncrate, set in place, level and connect your appliance
- The team will test the appliance for functionality and inspect it for damage
- Before a customer accepts delivery, major appliance products (including refrigerators, washers, dryers, ranges, dishwashers and some microwaves) should be inspected for defects or damage
- Additional charges apply for the installation of over-the-range microwaves, wall ovens, cooktops, ice makers, and dishwashers
- Wesco will not hook up or install any appliance if wiring, outlets, water valves, plumbing, or gas valves are deemed unsafe. Additionally, Wesco **requires** the purchase of NEW cords, water supply, or flex connectors for Hook-up and install.
- Wesco must be informed of type of gas that exists at your home (Natural or LP). LP gas requires the appliance to be converted at an additional charge. Some appliances require and LP conversion kit to be purchased separately.

## INSTALLATION

- Wesco offers **replacement** installation of built-in appliances and new installation of window treatments, countertops, and flooring for an additional charge. Charges are based on the item/items being installed and supplies needed.
- New Home Construction: Wesco **requires** that the contractors involved in the building process install your built-in appliances. (Electrician, Plumber, HVAC, etc.)
- Wesco is not liable for any appliances that are not installed by us.

## DISPOSAL

Wesco will dispose of old appliances and furniture for an additional charge of \$25. 1 for 1- meaning if you buy 1 sofa, we will dispose of 1 sofa. Having said that, we will not dispose of any biohazards. For example, freezers with any contents, or furniture with any bodily fluids will not be accepted for disposal. Wesco WILL NOT dispose of old mattresses or boxsprings/foundations. We reserve the right to refuse a disposal for any reason.

## EXCHANGES

We allow merchandise to be exchanged within 14 days of the receipt of the merchandise, provided that the merchandise is in the same condition as when delivered; the item must also be determined by us to be saleable upon inspection. All items must be free of soils and stains, pet hair, and odors (including smoke & pet odor).

If, based on our own assessment, we deem the returned product not to be in saleable condition nor in the same condition as delivered to you, we are under no obligation to agree to accept the product back for exchange nor to provide any refund.

Additionally, the purchaser will be responsible for the costs associated with transporting the product back to one of our facilities for all exchanges, except in instances where a product is received in damaged condition. A \$50.00 re-delivery charge is required for all exchanges with exception to even exchanges as a result of damaged product.

## Custom Orders:

Custom orders are made to your individual specifications and, therefore, are not returnable. In the event of cancellation before product arrives from the vendor, a 20% restock fee will be accessed.

## Mattresses:

WESCO Home offers a ONE time 14 day "Test Sleep". If you decide to exchange, a \$50.00 Re-delivery Charge will be added to your purchase. A mattress protector must be used in order to exchange. The mattress must be free of soils and stains, pet hair, and odors (including smoke & pet odor).

## "As-Is" AND "Clearance":

Items sold in "as-is" condition are generally sold at a generous discount and, therefore, are not exchangeable. Such sales are considered "final sale".

## Flooring:

Custom flooring products are not "stocked" by WESCO Home. In the event that you may have too much flooring left over (more than 2 cartons), we will attempt a return to vendor on your behalf, re-stock fees and shipping charges may apply. Exceptions being damaged or defective flooring.

Wesco will confirm product brand, color, and layout prior to installation.