



Otto's Home Appliances – In-Home Delivery Terms & Conditions

Applies To: All customers receiving delivery, installation, or removal services from Otto's Home Appliances.

By accepting in-home delivery, installation, or removal services from Otto's Home Appliances, the customer acknowledges and agrees to the following terms and conditions in their entirety.

1. Scope of Delivery Service

Otto's Home Appliances provides standard in-home delivery services that include:

- Delivery to the main floor or accessible area of the customer's residence
- Placement of the appliance in the desired location
- Unboxing and basic positioning of select appliance types
- Removal of external packaging materials from the premises

Optional services, such as removal of old appliances and basic hookups, may be available upon request. Additional charges may apply. All additional services must be prearranged and confirmed prior to delivery.

2. Limits of Service

The delivery team is strictly prohibited from performing the following tasks:

- Moving or rearranging personal furniture, electronics, or valuables
 - Altering, trimming, or dismantling cabinetry, doors, or baseboards
 - Performing electrical, plumbing, or gas modifications of any kind
 - Accessing crawlspaces, attics, basements without safe, clear access
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3. Installation & Hookup

Our delivery team provides basic connection services for the following appliance types:

- Washing machines
- Electric dryers
- Electric ranges
- Refrigerators with a standard waterline connection

We do **not** install or disconnect the following:

- Gas appliances of any kind
- Built-in or integrated appliances (e.g., dishwashers, over-the-range microwaves, wall ovens)

Appliances that require installation beyond standard hookups will be referred to qualified third-party professionals. Otto's Home Appliances assumes no responsibility for the quality, safety, or outcome of services provided by external contractors.

4. Liability Waiver – Property Damage

Otto's Home Appliances and its delivery personnel take every reasonable precaution during service; however, the Company shall not be held liable for any of the following:

- Surface-level damage such as scuffs, scratches, or marks on flooring, walls, trim, baseboards, doors, or stair railings
- Cracked, chipped, or broken tile, hardwood, laminate, or vinyl flooring caused by appliance weight or movement
- Damage sustained while maneuvering appliances through tight, obstructed, or irregular spaces at the customer's request
- Leaks or related water damage caused during or following appliance installation, regardless of the condition or age of hoses, connections, or valves
- Incidents resulting from pre-existing home conditions (e.g., floating floors, unfinished spaces, loose tile, fragile baseboards)

Customers are encouraged to lay protective materials along floors and high-contact areas. Otto's assumes no responsibility for damages in areas where such precautions were not taken.

Notice: Our delivery staff is not authorized to make structural changes to the home, including removal of doors, trimming cabinetry, or lifting flooring. Any modifications to accommodate appliance fitment are the sole responsibility of the customer.

5. Water Hookups & Leak Risk Disclaimer

Otto's Home Appliances offers basic water connections for refrigerators and washing machines where compatible hookups exist. Customers acknowledge the following by requesting this service:

- **Factory-new appliances and hoses are not guaranteed to be defect-free.** Malfunctions or leaks may occur due to unseen manufacturer defects, transport damage, or incompatible fittings.
- Otto's installation team will perform standard hookup procedures only. We do not pressure-test or certify plumbing connections.
- Otto's Home Appliances assumes no liability for water damage resulting from any failure of valves, hoses, appliances, or related connections, whether new or existing.

Customer Responsibilities:

- Ensure water shut-off valves are functional, accessible, and not seized or damaged
- Monitor newly connected appliances for at least 48 hours following installation for any signs of leaks or malfunction, and continue to check periodically beyond this initial period to ensure ongoing performance and safety.
- Report any issues to Otto's immediately
- Maintain appropriate homeowner's insurance coverage for water-related incidents

Otto's reserves the right to decline water connection services if unsafe conditions or potential risks are identified during the delivery.

6. Customer Responsibilities

Customers are required to take the following actions to ensure safe and timely delivery:

- Provide clear, unobstructed access to the delivery area, including snow/ice removal where applicable
- Confirm appliance measurements and accessibility through all doorways, hallways, staircases, and turns
- Shut off all water, gas, and electrical sources as required prior to delivery
- Secure pets, children, and any fragile or valuable items
- Be physically present during the scheduled delivery window to review and sign off on the service

Failure to comply with these responsibilities may result in delivery delays, rescheduling fees, or an incomplete service.

7. Subcontracted Work

When installation services are referred or subcontracted to third-party providers, Otto's Home Appliances is not responsible for the quality, workmanship, timelines, or outcomes of such services. All disputes, damages, or warranty issues related to subcontracted work must be addressed directly with the contractor.

8. Signature & Acknowledgment

By accepting delivery or installation services from Otto's Home Appliances, the customer confirms that:

- They have read and understood these Terms & Conditions
- They accept all outlined responsibilities and risks
- They release Otto's Electric Inc. and its delivery personnel from liability beyond the agreed scope of services

A customer signature or digital acknowledgment may be required at the time of delivery.

For questions or clarification regarding these terms, please contact us prior to your scheduled delivery.

Contact Information

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