



Otto's Electric Inc. – Sales Terms & Conditions

These Terms & Conditions ("Terms") govern all purchases, services, and interactions with Otto's Electric Inc. ("Otto's", "we", "our", or "us"). By purchasing from or receiving delivery from Otto's, you agree to be bound by these Terms. Please read them carefully.

1. General Return Policy

We aim to help you make the right purchase from the start. Our product experts are available to assist with selection prior to purchase.

To initiate a return, contact us via phone or email (see our Contact Us page). Return approval is subject to eligibility and may vary by case and product type.

- All returns must be pre-approved.
- Returned items must be unused, uninstalled, and free of cosmetic or structural damage.
- Products that have been installed or attempted to be installed are not eligible for return.
- Delivery and service fees are non-refundable.
- Customers are responsible for all costs associated with returning eligible items.

2. Final Sale Items

The following items are **final sale** and are **not eligible** for return or exchange:

- Special order appliances, parts, or accessories
- Used or clearance products
- Open-box items
- Installed appliances

3. Dead on Arrival (DOA) Policy

DOA appliances must be reported within **48 hours** of delivery or pickup.

- Otto's will coordinate an exchange or repair at no additional cost.
- Replacements are subject to availability and may require additional time to source.
- Claims reported after the 48-hour period fall under the standard warranty or exchange policy.

4. 14-Day Exchange Policy

If your appliance requires operational repairs within **14 days** of delivery/purchase:

- You may exchange the item for an identical or comparable model.
- Delivery, installation, and other services will be billed at standard rates.
- After 14 days, Otto's will provide repair services only.
- For replacements beyond 14 days, contact the appliance manufacturer directly.

5. Warranty Coverage

- Most products include a one-year manufacturer warranty covering parts and labor.
- Otto's does not determine or authorize product replacements. All replacement decisions are made by the manufacturer.
- Loss of food, medicine, or other perishables due to appliance failure is not covered.
- Refer to your product manual or contact our team for specific warranty details.

6. Property Damage Disclaimer

- While we exercise utmost care during delivery, minor property damage (e.g., to walls, doorways, floors) is an inherent risk. By accepting delivery, you acknowledge and accept this risk. Otto's is not liable for such damages.

7. Installation & Delivery Terms

- Otto's does not install or remove built-in appliances.
- Subcontracted installation services are available for certain built-in appliances. Additional fees apply.
- Our delivery team does not connect or disconnect water or gas lines (except laundry water connections).
- For health, safety and hygiene, Otto's delivery and service personnel must wear footwear inside the residence.
- Customers must ensure that appliances will fit in the intended space and through all access points (e.g., doorways, stairways, landings).
- Otto's is not responsible for Wi-Fi setup or smart feature functionality.
- **Smart Appliance Disclaimer:** Otto's is not liable for ongoing operation or connectivity of smart appliance features, including app compatibility, firmware updates, or Wi-Fi connectivity. Please refer to the manufacturer for support.
- **Photo at Delivery:** For record-keeping and confirmation purposes, Otto's may photograph delivered appliances in place, noting condition and location at time of delivery.
- **Signature Confirmation:** Customer's signature at delivery confirms receipt of the product in its delivered condition and agreement with these Terms.
- **Customer Maintenance Responsibility:** By accepting delivery and installation, the customer acknowledges responsibility for periodically checking all appliance hoses and clamps to ensure they remain secure. Regular inspection is essential to prevent water leaks or other issues that may develop over time.

8. Buyer's Remorse / Product Does Not Meet Needs

- Returns based on buyer's remorse are considered **case-by-case** and must be requested within **7 days** of purchase.
- Product must be unopened, unused, and in resalable condition.
- Restocking fees will apply.
- Delivery/service charges are non-refundable.

10. Limitation of Liability

To the fullest extent permitted by law, Otto's Electric Inc., including its owners, employees, subcontractors, and affiliates, shall not be liable for any direct, indirect, incidental, special, punitive, or consequential damages arising out of or in connection with:

- The use or inability to use any product sold or serviced by Otto's
- Delays in delivery, installation, or service, regardless of cause
- Damage caused by improper installation, misuse, lack of maintenance, or failure to follow manufacturer instructions
- Manufacturer defects, warranty claims, or replacement decisions made solely by the manufacturer
- Missed appointments or rescheduling due to circumstances beyond Otto's control (including weather, road closures, or supply chain issues)
- Damage to personal property, loss of income, data, perishables (e.g., food, medicine), or any inconvenience caused by appliance failure or delay

All products are subject to the warranty terms of the manufacturer. Otto's makes no independent guarantees beyond those provided by the manufacturer.

By proceeding with a purchase or accepting delivery or service, you agree to these terms and waive any claims not covered explicitly herein.

Contact Information

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