

ALBERT LEE™

POST SALE HANDOUT

PLEASE REVIEW THIS PAGE IN ITS ENTIRETY FOR A SUCCESSFUL DELIVERY. CALL YOUR SALES ASSOCIATE WITH ANY FURTHER QUESTIONS. THANK YOU!

PREPARING FOR YOUR DELIVERY

- ☐ Please inform your sales associate if we are delivering to a town-home or a second floor kitchen.
- ☐ Please verify that the product you have purchased will fit in your home. Consider width, depth & door swing of your appliance choices. This includes ventilation (round/rectangular ducting) or gas requirements (natural gas/propane).
- ☐ It is your responsibility to protect and cover the floors in your home.
- ☐ **If you need to postpone your delivery, please provide 48 hours minimum notice.**
- ☐ Our delivery department will email you the day prior to your delivery. They will confirm your 4 hour delivery window and your address. Please respond to the email before 8AM verifying that you will be home to accept delivery.
- ☐ As an added convenience, we are happy to call you (upon request) 30 minutes prior to our arrival.
- ☐ Please note that Albert Lee Employees are unable to remove their shoes or wear 'booties' in your home due to safety concerns.
- ☐ **We are unable to guarantee AM/PM time frame requests.**
- ☐ We require that the person receiving and signing for delivery be at least 18 years of age.
- ☐ Existing gas and built in appliances must be disconnected and removed from cabinetry prior to delivery if you are expecting us to haul it away.
- ☐ Upon arrival at your home, our delivery team will review our sign off sheet with you and develop a plan that identifies the best route through your home. It is the homeowner's responsibility to clear a path free of furniture, breakables, banisters/railings and other obstructions.
- ☐ If the delivery is particularly difficult or there is a potential for damage, we may require a signed liability waiver to proceed with delivery. Difficult deliveries may include: improperly protected floors, narrow staircases, tight spaces, etc.
- ☐ **We strongly recommend** that you inspect all of your appliances and property prior to our delivery team leaving your home. Neither Albert Lee Appliance nor the manufacturer are able to address damage that occurs, or is discovered, after delivery is complete.

REFRIGERATOR/FREEZER – Free Standing

- ☐ **Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- ☐ We will level and plug unit into a 120v, grounded, three prong receptacle within 3' of the appliance.
- ☐ We will connect a 5' water line to an existing water supply with a metal valve behind the refrigerator. **We will not connect water to any plastic plumbing.** Water shut off must be easily accessible to our delivery team.
- ☐ We are unable to hook up any external water filters on delivery. This service is available through our Installation Department at an additional cost. (Available in certain areas)

WASHER

- ☐ **Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- ☐ We will not install laundry on an existing platform or pedestal.
- ☐ We will connect the water and drain hoses provided by the manufacturer to existing metal shut off valves and drains.
- ☐ Valves, drain, and receptacle must be within 3' of the washer.
- ☐ **We will not connect water to any plastic plumbing.**
- ☐ We will level and plug into a 120v, grounded, three prong receptacle and test for water leaks.

ELECTRIC DRYER

- ☐ **Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- ☐ We will provide and plug the dryer cord into an existing 208/240v, 30amp grounded dryer receptacle only. (See Fig. 1)
- ☐ Receptacle must be within 3' of the dryer.
- ☐ We will connect flex ducting to an existing in-wall vent tube within 6' of the dryer.
- ☐ Our delivery team is **NOT** able to connect oval dryer ducting.
- ☐ We will level and test the dryer.
- ☐ Gas dryers are **NOT** connected or disconnected by our delivery team.
- ☐ Installation is available through our Installation Department at additional cost. (Available in certain areas)

Figure 1.
Dryer Plug



RANGES – Free Standing

- ☐ **Albert Lee is not responsible for any defective, improperly installed or pre-existing plumbing or electrical conditions.**
- ☐ We will provide and plug the range cord into an existing 208/240v, 40/50 amp, grounded range receptacle only. (See Figure 2)
- ☐ Receptacle must be within 3' of the range.
- ☐ We will set the clock, level, and test the range.
- ☐ Gas ranges are **NOT** connected or disconnected by our delivery team. Installation is available through our Installation Department at additional cost.
- ☐ The manufacturer recommends the installation of an anti-tip bracket for all ranges. This service is available through our Installation Department at an additional cost. (Available in certain areas)

Figure 2.
Range Plug



DROP OFF DELIVERIES

- ☐ Drop off deliveries will be placed in the area of your home or garage that you designate.
- ☐ Someone 18 years or older must be on site to sign for the delivery.
- ☐ **We strongly recommend** you verify that there is no damage prior to our team leaving. Our driver can open and have you inspect the items dropped off. We are unable to re-crate the items to factory specifications.
- ☐ **DO NOT INSTALL DAMAGED ITEMS.** Manufacturers require product & all packaging for damage returns. Merchandise damaged after delivery is not returnable.
- ☐ Albert Lee Appliance will not return to hook up or install previously delivered appliances unless noted on your original Sales Order at time of purchase.

POST DELIVERIES

- ☐ It is our expectation that our delivery personnel will present themselves in a clean, professional & courteous manner. Should you have any questions or concerns regarding your delivery, Please write the comments on the sign-off sheet or contact our delivery office at 206-706-2532. Your feedback is essential to help us maintain the highest possible level of service.
- ☐ If you have questions on the operation or performance of your product please contact your sales associate.