



JOHNSON BROTHERS

APPLIANCES

DELIVERY PROCESS

Thank you for choosing Johnson Brothers Appliances! We appreciate your business and want to ensure that your delivery experience is as smooth and convenient as possible. Below is an overview of our delivery process so you know what to expect:

1. **Payment & Scheduling:**

- All products must be paid in full before we can schedule your delivery.
- Your account manager will check in with you two days beforehand to confirm you are ready for the delivery.

2. **Delivery Notifications:**

- The afternoon before your scheduled delivery, our automated system will send you a text or call with a 2-hour target window for your delivery.
- We do not offer specific time slots so we can optimize our routes to conserve resources, minimize environmental impact, and maximize the number of customers we can serve each day.

3. **Day of Delivery:**

- On the day of delivery, you can track your driver and receive a **real-time ETA** based on how prior deliveries are progressing by using the track widget on our website.

4. **Flexible Delivery Options (Additional Fee):**

- We understand that scheduling conflicts sometimes arise. If you need a more specific timeframe, we offer a **"first delivery" or "last delivery" option** for an additional fee.

We appreciate your understanding and cooperation as we strive to provide the best service possible while being mindful of efficiency and environmental responsibility. If you have any questions, please don't hesitate to contact your account manager or our customer service team.

Thank you for trusting Johnson Brothers Appliances—we look forward to delivering your new appliance!