



There are many choices, but only one *SOURCE!*

POLICIES, PROCEDURES & GENERAL INFORMATION

To place an order:

- All orders that are not associated with a term account need to be paid for in full prior to delivery. Should the delivery be more than a month away, a 50% deposit will be required to hold pricing. The balance being due prior to delivery. Term accounts should be satisfied within the agreed upon terms stated on their invoice. Clients that do not have an account but are regular customers of The Appliance Source (further referred to as TAS) are eligible for a C.O.D. account and can have the balance of the delivery in the form of a check at the jobsite.
- TAS reserves the right to pick up any and all appliances that are not paid for within the agreed terms

Credit card orders:

- Any orders charged on a credit card over the phone are subject to a handling fee.
- Any orders charged on a credit card that are returned or need a refund processed back to the credit card will be charged a handling fee. There are no exceptions.

Additional fees:

- If there are obstacles and/or delivery conditions that delay the delivery company beyond normal expectations, you will be charged per hour.
- Failure to give 2 business days notice for a delivery to be rescheduled could result in a redelivery fee as well as storage fees of \$5.00 per day per appliance.
- Returned checks are subject to a \$35.00 fee.
- If there is a C.O.D. amount due it must be paid upon delivery. If for any reason there is no one on site or no check on site, the delivery will not be made and there will be a redelivery fee.
- Any invoices which remain unpaid after the due date will be subject to a late charge of 2% per month. If payment is not received, the buyer agrees to pay all collection costs including but not limited to court costs and reasonable attorneys fees.

Product warranty and repair:

- Please read and sign the General Waiver regarding availability.
- All products sold by TAS come with a manufacturers warranty of, at minimum, one year parts and labor. It is covered by the manufacturer, therefore, during the warranty period, should you have any problems with the product, you **MUST** deal directly with the manufacturer and their service technicians. TAS has no authority, whatsoever, to interfere with warranty and replacement issues.
- TAS does not install appliances, therefore, we will not be held responsible for any fee's incurred due to the reinstallation of appliances that occur due to faulty equipment from the manufacturer.

Delivery of appliances:

- In most cases your appliances will arrive on the day agreed upon between 7:00 a.m. – 5:00 p.m. The delivery company will call you with a window of time, one business day prior to your delivery. TAS will not be responsible for missed deliveries and will forward any additional delivery fees incurred.
- You must inform your salesperson of any problematic delivery issues and/or any conditions that may delay the delivery company, such as: excessive steps, turns, tight walkways, obstacles, etc. MUST be steps leading to the house with a safe and secure entry into the building. You are responsible for measuring your doorways to make sure they will accommodate the appliances you have ordered.
- All deliveries will be done as a un-crate and set delivery unless otherwise noted. This means appliances are taken inside the house, uncrated, inspected and trash removed. If any other delivery is desired, this must be prearranged with your salesperson. All appliances must be inspected and signed for the day of the delivery or they may not be considered or returned for cosmetic damage.

Removal of old appliances:

- You need to advise your salesperson of the quantity to be removed prior to delivery.
- They must be disconnected (water, electric, gas, etc.) prior to delivery for the delivery company to remove them.
- There is a fee for hauling old appliances away of \$35.00 per appliance.

Damages to delivered merchandise:

- All deliveries should be inspected by the client upon delivery and you should contact TAS with any damage to the appliance upon delivery. TAS has the right to refuse the delivery of any appliances where upon there is no responsible figure to receive the appliance delivery.
- TAS must report damage to the manufacturer immediately for the damage to be considered valid (damaged before delivery). TAS MUST report the damage immediately to the manufacturer upon delivery. Otherwise, we have no recourse to repair or replace the damaged item.
- TAS reserves the right to have the manufacturer repair or replace any cosmetically damaged PART on delivered product. Therefore, we will not take a unit back for minor dings, dents, or scratched areas if the appliance is able to be repaired.
- Returns of undamaged merchandise:
 - A restocking fee of up to 30% will be charged at TAS discretion depending upon condition of merchandise returned.
 - NO BOX, NO RETURN, NO EXCEPTIONS!
 - TAS will not take back motors, transitions, trim kits or special orders that have been signed off.
 - Credit for returned merchandise will be issued once TAS has received and inspected said merchandise and all invoices have been paid.
 - All refunds take a minimum of 4 weeks to process.
 - Once the appliance has been installed, TAS cannot accept a return for any reason.
 - Any items returned must be taken back to the delivery service by the customer or picked up by the delivery service for a fee.

Customer Signature

Date