

SOLD!

ABW
APPLIANCES A BETTER WAY

Here's How It Goes:

Thank you for your purchase!

ABW Appliances would like to welcome you as a "Client for life!"

Now that your order has been placed, your point of contact will transfer from your Sales Consultant to our Production Division:

- A production agent can be reached by calling **301-589-1445, option #3**
- You will receive a call, within 24 business hours, from our Production Division confirming your order.
- We will confirm contact information and requested date that was provided on the order.
- If the product is in stock in our warehouse, we can set up the delivery/install date at this time.
- If the product is being ordered from the manufacturer, you will receive a tentative time of arrival based on the manufacturer's projected due date.
- We will be keeping track of the product at various intervals and will convey any backorders, long lead times, or delayed arrivals, as soon as we are notified by the manufacturers.

Delivery and Installation:

- All orders must be paid in full, prior to your scheduled delivery date. Failure to do so could result in your order being returned to the warehouse and subject to storage and redelivery fees.
- The requested date for delivery that you provided your Sales Consultant at the time of ordering is for purchasing only. We still need to schedule a date and time for the delivery and/or installation.
- You will receive a call between 3pm and 5pm, the day before your scheduled delivery, to confirm and provide you with a 4 hour time window.
- We do our very best to honor any time requests made, however, due to locations and time needed to complete projects, we cannot guarantee time frames. In the event that your driver is running behind, you will be notified as soon as possible.
- On the day of delivery/installation, someone, aged 18 or older, must be present, not only to accept the delivery, but to inspect the products with our delivery/installation crew to make sure that everything is 100% acceptable.
- Once the delivery is complete and signed for, any issues should be reported to your Sales Consultant.

If you have any questions, please call: **301-589-1445, option#3**
any one of our Production agents will be happy to assist you!

"From start to finish, a client for life!"

Installation Expectations:

Thank you for choosing us to install your new appliances. We are looking forward to working with you to install the appliances you have selected. Please review the following important information regarding what we will need to insure a safe environment for our delivery crews and the best possible experience for you.

ABW's goal is to install appliances to the manufacturer's specifications. All cut outs of cabinets and countertops, electrical, plumbing, and venting must be in place and to the manufacturer's specification prior to our arrival to install your appliances. Your personalized specs for your chosen appliances will be provided to you at the point of sale. Should you need more copies of the specs please feel free to contact your sales associate for assistance.

ABW will not perform additional work without consent of the purchaser. This means that if additional work is required, the purchaser must agree to pay any charges associated with that work and understand that a second visit may be required to complete the installation. It is assumed that if extra work is needed and the purchaser does not wish for ABW to complete this work that it will be the responsibility of the purchaser to have said work completed.

If there are special circumstances that require an additional crew or equipment ABW will need to be notified prior to scheduling your installation to assess what arrangements can be made and the cost of those arrangements. Special circumstances include: Spiral Staircases, tight turns on the landings of staircases, doorways that may not accommodate larger appliances, and Job Sites with more than 5 stairs leading into the home or leading up into levels of the house.

In order to make sure we can successfully get in to your home we need unobstructed access. This means that anything that could impede our ability to bring the units in must be moved prior to us arriving. This includes items such as Dumpsters, Construction debris/equipment, Furniture, Wall décor, Snow or lawn debris, Loose Rugs, Tables, Lamps, Free standing artwork or antiques.

We also require safe egress in to your home. This means a clear pathway in to the entrance we have agreed to use. Unless we have agreed to an alternative entrance, all pricing is based on going through the front door of the home or building. Stairs must be in place if entrance is elevated off the ground. Should there be no paved pathway to the front entrance, plywood or another sturdy material must be laid down for us to safely bring the appliances in to your home.

If there are any questions or concerns about your specific situation regarding your install, please address them with your sales associate prior to your scheduled installation date otherwise ABW will assume that your Jobsite will be ready for installation as noted above.

Please note that your pricing is based on completion of your job in one trip. We will complete all installations based on what is ready when we arrive. Should there be spaces on your job that are not ready, ABW will need to come back to complete our work once the space is to the manufacturer's specification. **Should the install crew be unable to perform the services we have agreed upon due to the job site not being ready we will have to reschedule for our next available date and a return trip charge will be assessed of \$75.** Should the crew not finish due to an unforeseen issue, such as a damaged appliance, missing part, etc. ABW will expedite the completion of the installation pending eta of the replacement or missing part. There will be no return trip charges if additional trips are required if an issue should arise that is not related to the space being ready for installation.

**Thank you for taking the time to read ABW's installation expectations.
We look forward to seeing you on installation day!**