

Client Name: _____

Invoice #: _____

IMPORTANT COVID-19 UPDATES

*Due to the national appliance shortage, many manufacturers are experiencing significant production and shipping delays. Mrs. G Inc. assumes no responsibility for unexpected changes in stock or delivery estimates.

APPLIANCES & INSTALL:

*Most gas appliances come from the factory set for NATURAL gas. Conversion to liquid propane (LP) is not always possible, and requires a kit and professional conversion at additional cost. Our drivers can only do BASIC reconnections using a standard 1/2" x 1/2" gas flex line. You may need to hire an outside professional if our gas connector does not fit your connections.

*Installation of a gas appliance requires a shut off valve behind the appliance.

*Range hoods do not come with ducting or any ventilation accessories. **Make-up air may be required for blowers over 400CFM.**

*Mrs. G installers **WILL NOT connect using old cords, gas lines, hoses, etc.** All clients must purchase new parts.

*220v appliances do not come with cords. Gas appliances do not come with gas lines. Washers do not come with fill hoses.

Refrigerators do not come with water lines. These items are provided at an additional cost.

*Our delivery men are trained to connect ONLY to existing facilities that are in good condition and to code. Any atypical connections may require the customer call an outside professional at their expense.

*All built-in products require skilled installation by contract professionals at additional cost, paid directly to the installer.

***Installation is not free unless specifically noted.** Installation of built-in appliances can be arranged with our recommended contract installers. It is the customer's responsibility to pay contract installers directly.

***Exchanges for customer error (wrong size, incorrect fuel type, etc.) incur minimum \$100.00 redelivery fee.**

Color(s): _____

Door Hinge: L R n/a Reversal Needed? (extra charge) Y N

Washer Style: Front Load Top Load Compact 1 pc stack

Laundry: Basement 1st Floor 2nd Floor 2 pc Stacked¹ **1 2 pc. Front-load laundry that is**

stacked may require the customer to pay to have the units un-stacked in the event of a service call.

Initial to Confirm _____

Drain hose extension (if basement): Y N

Fridge Depth: Standard/Full Counter Built-In/Fully Integrated

Type of handle: None Pocket Other: _____

Fuel type: Electric (220v) / Induction (220v) All Gas or Dual Fuel (220v) specify: Natural / LP (incl. for dual fuel)

Our delivery team may not be able to complete installation for non-standard LP connections

Ventilation duct size requirement: (Round / Rectangular) 6" 8" 10"

Installer: Customer or their contractor installer Mrs G Contract installer Mrs. G's Delivery Team

Installation is NOT included in the price of the appliance

Customer reviewed specs/dimensions Y N SITE VISIT NEEDED Y N _____ Initial to Confirm

DELIVERY:

*It is the client's responsibility to inform us of any possible delivery issues BEFORE your delivery date. Examples include: 2nd, 3rd or 4th floor delivery; lifting an appliance over a banister/counter; tight turns; spiral staircases; unfinished walkways; fragile steps in disrepair, etc. Please remove wall hangings, fixtures, low hanging lighting, etc. that may interfere with delivery.

*Many large or professional appliances may require extra delivery men at the customer's expense.

*If a Certificate of Insurance is needed, it is the customer's responsibility to notify the sales person at least a week prior to delivery.

*Please inspect your new appliances and report any damage within 48 hours of delivery. If your appliance will be waiting for installation, inspect them at time of delivery; claims for damage after 48 hours cannot be accepted.

- *We cannot promise a delivery time. Our delivery team calls the morning of delivery to give clients a 4-hour delivery time window.
- *Delivery, installations, and site visits with contract installers are arranged between the customer and the installer directly.
- *Please measure ALL doorways, hallways, ceilings, and pathways to ensure appliances will fit through them.
- *24 hour notice, A minimum of \$100 redelivery fee will be charged to any client who reschedules on the day of their delivery, or who is not home at the time of attempted delivery. Min. 24 hour notice required to change delivery date.

Please describe any potential delivery complications below:

Any staircases? N Y Straight up/down OR Turns/Curves _____ **Initial to Confirm**

PAYMENTS & REFUNDS:

- *Payment methods: most credit cards, cash, check (min. of 7 banking days prior to delivery), and financing through Wells Fargo
- *Minimum deposit of 50% required to place an order. Special orders and floor models require full payment at the time of ordering.
- *Full balance is required before delivery or installation can be scheduled. Product must be paid in full once arriving in stock.**
- *Sales Tax is not included in any of our prices. Tax is calculated based on the tax rate of the client's zip code.
- *Refunds are made in the form originally paid. Credit cards receive a credit to the original card, cash and check requires 14 days to process. Because we do not store credit card information, the customer must provide the card number again to process a refund.

RETURN POLICY & SPECIAL ORDERS:

- *Non-returnable items include: special order items, floor models, yellow tag / clearance items, ALL ventilation and ventilation accessories, trim kits, built-in appliances, damaged items, and items missing parts. All special order/non-stock items are non-cancellable once ordered. All returns require management approval. Authorized returns require any product to be returned complete with all packaging, books, tags, parts, etc. No product can be returned if not complete or not in original carton.
- *Any returns or cancellations may incur a minimum of 30% restocking fee.**

REBATES:

*Mrs. G Inc. assumes no responsibility for rebates. Rebates are the customer's responsibility. Purchase must be made during the qualifying date range, delivery must be taken by the specified date and rebates forms must be mailed in by the due date to qualify. Please read the forms carefully to meet all requirements. We recommend you keep copies of all paperwork. Rebates are for residential use only, and CANNOT be claimed on purchases made by or for a business.

STORAGE: Due to the extreme stresses of supply line issues we request customers take delivery as soon as items arrive in stock. Mrs G Inc. does not have a storage warehouse, all products arriving to our whse must be delivered in a timely manner.

***Items should be delivered within 30 days of arriving in stock. After 60 days storage fees will accrue at 1.5% of total per item per month. Mrs G reserves the right to request you take delivery of your available items even if entire order may not be in stock. Open and inspect all items at time of delivery. Damage claims after 48 hours cannot be honored, any damages must be reported within 48 hours of receipt of product. Moving items from garage storage into home at a later date will incur additional delivery fees. Manufacturer warranties can start when product is installed instead of delivery date, you must provide written proof of the actual install date.**

I have read and understand storage fees: _____

MISC. NOTES:

- *Fisher Paykel refrigerators with a water connection require a contract installer to make water connections, at customer expense.
 - *Washers in basements may have high drain connections requiring an installer and additional parts, at customer's expense. We must be informed prior to delivery.
 - *We strongly advise AGAINST placing refrigerators in garages unless manufacturer has instructions allowing garage use..** Most new refrigerators will not work in temperatures below 50°. Most warranties are rendered void if a refrigerator is used in a garage.
- Mrs. G Inc. will accept no returns, exchanges, or refunds for refrigerators used in a garage.

>I have reviewed and agree to all terms and additional notes listed here. I accept responsibility for having asked any necessary questions or requested clarification if needed.

>If anyone in my home isn't feeling well or has tested positive for COVID-19, I understand that I am obligated to inform Mrs. G Inc. prior to any deliveries, installs, site visits, etc.

Client Signature: _____ Date: _____

Make sure you have received a copy of this document and read it carefully.