

Client name: _____

Invoice #: _____

APPLIANCES & INSTALL:

*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 only 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. It is the client's responsibility to inform the Appliance Expert if they have LP instead of natural gas.

*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 CANNOT and WILL NOT connect to old cords, gas lines, fill 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 waterlines. These items are provided at an additional cost.

*Our delivery men are certified 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.

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

***Installation is not included with any sale.** Installation of built-in appliances can be arranged with our recommended installers. It is the customer's responsibility to pay contract installers directly.

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

Color: _____

Door hinge: L R N/A Reversal needed?: Yes No

all reversals require extra charge

Refrig. Depth: Standard/Full Counter Built-in/Fully Integrated

Type of handle: None Pro Pocket Other: _____

Fuel type: Elec. (220v) ALL GAS: Natural / LP DUAL FUEL (220v): Natural / LP

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

220v cord type: 3 prong 4 prong

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

Installer: Customer/3rd party installer Contract installer Mrs. G's Delivery Team

Product prices do NOT include installation. Installation always incurs an additional cost.

Customer reviewed specs/dimensions? YES NO

_____ 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.

*Please measure ALL doorways, hallways, ceilings, and pathways to ensure appliances will fit through them.

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

*Mrs G Inc. does not do ANY deliveries that require cranes or other machinery or rigging to lift appliances.

*Issues found at time of delivery could impede delivery, and require rescheduling at customer's expense. If not brought to our attention prior to delivery, charges will be billed separately and due before the appliances are redelivered.

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

***We cannot promise a delivery time.** Our delivery team calls the morning of delivery between 8:30 and 10:00am 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.

***A minimum \$100 redelivery fee will be charged to any client who reschedules on the day of their delivery, or who aren't home at the time of attempted delivery.**

Are there any potential delivery complications? NO YES **If yes, please describe below:**

Any staircases?: NO YES Straight up OR Turns/Curves

_____ *Initial to confirm*

PAYMENT & 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.
- *Once your product is in stock, full balance must be paid within 30 days, otherwise product may be released/resold.**
- *Sales tax is not included in any of our prices. Tax is calculated based on the tax rate of the client's zip code.
- *Full balance must be paid before delivery or installation can be scheduled.**
- *Refunds are made in the form originally paid. Credit cards receive a credit to the original card, cash and check require 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 / non-stock items, ALL ventilation and ventilation accessories, kits, built-in appliances, yellow tag / clearance items, 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 authorized returns or cancellations may incur a minimum 30% restocking fee.**

REBATES:

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

STORAGE:

- *Orders with products in stock on hold must be taken within 30 days. All orders must be paid in full once products are in.** Products ordered during special pricing or holiday sales must be delivered within 30 days. Deliveries delayed over 90 days will incur storage charges of 1.5% of the order per month beginning at 90 days from the date the product arrived.

MISC. NOTES:

- *Fisher Paykel refrigerators with a water connection require a contract installer to make water connections, at customer expense.
- *If a Certificate of Insurance is needed to complete a delivery, it is the customer's responsibility to notify the sales person at least a week prior to delivery.
- *Washers in basements may have high drain connections requiring an installer and additional parts, at customer expense. We must be informed prior to delivery.
- *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.
- *We strongly advise AGAINST placing refrigerators in garages.** Most new refrigerators will not work in temperatures below 50° or above 95°, which is insufficient for the northeast climate. 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.

Client Signature: _____

Date: _____