



Thank you for considering us for your appliance purchase. To ensure a smooth transaction, please read this important information and let us know if you have any questions.

## Policies, Procedures & General Information

### ORDERS

A minimum of 50% deposit is required on all orders. Since we are a builder distributor, appliances are not marked-up to absorb the cost of credit card fees. Therefore, a convenience fee will be added to all credit card orders.

VISA and MasterCard are accepted **in the store only!** We must be able to physically swipe your card. We cannot take credit cards over the phone or on the job site. There are **NO exceptions**.

Any orders charged on a credit card that are returned or need a refund processed back to the credit card will be charged a second convenience fee. Again, there are **NO exceptions**.

### PRODUCT

Please read and sign the General Waiver regarding availability.

All products sold by TAS come with a manufacturer's warranty of, at minimum, one year parts and labor. The product is warranted by the manufacturer. Should you have any problems with the product during the warranty period, you **MUST** deal directly with the manufacturer and their service techs. TAS has no authority to interfere with warranty and replacement issues.

### DELIVERY

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 before 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 the conditions that could delay the delivery company, such as: excessive steps, turns, tight walkways, obstacles, etc.

There **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 an uncrate 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 sales person. All appliances must be inspected and signed for the day of the delivery or they will not be considered for cosmetic damage.

### DAMAGES

All cosmetic damages must be noted at time of delivery. TAS must report damage to the manufacturer immediately to be considered valid. Please call us as soon as you are aware of any damage.

Damage time frames are FIRM. To only take care of the problem we **MUST** be notified at the time of delivery. Otherwise we have no recourse with the manufacturers.

### NOTE

Regarding cosmetic damage – manufacturers reserve the right to 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

Return of undamaged merchandise is subject to these conditions:

- A restocking fee of up to 30% will be charged at The Appliance Source's discretion depending upon condition of merchandise returned.
- **NO BOX – NO RETURN! NO EXCEPTIONS!**
- Credit for returned merchandise will be issued once TAS has received and inspected said merchandise and all invoices have been paid.
- Once the appliance has been installed The Appliance Source 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.

### ADDITIONAL FEES

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.

If there are obstacles and/or delivery conditions that delay the delivery company beyond normal expectations you will be charged per hour by the delivery company.

Failure to give 2 business days notice for a delivery to be re-scheduled will result in a redelivery and storage fee.

Any invoices which remain unpaid after the due date will be subject to a late charge. If payment is not received, the buyer agrees to pay all collection costs including but not limited to court costs and reasonable attorneys fees.

Returned checks are subject to a \$25.00 fee.

In closing, we would like to thank you for your business and hope that we have answered all of your questions and concerns with this information. For more information call The Appliance Source today.

Thank you!  
The Appliance Source