

# HOME DELIVERY TERMS AND CONDITIONS



For information regarding your delivery, please call the number on your receipt or contact your store.

Phone # \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Employee Name/# \_\_\_\_\_

## CUSTOMER INFORMATION REQUIRED FOR DELIVERY

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ MI \_\_\_\_\_ E-mail \_\_\_\_\_

Street Address \_\_\_\_\_ RR# \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Preferred Phone # (Site where delivery will occur) \_\_\_\_\_ Secondary Phone # \_\_\_\_\_

## DELIVERY SERVICES PURCHASED

### DELIVERY

\_\_\_ Delivery #8518641

### RECYCLING

\_\_\_ Haul-Away and Recycle\* #8987938

\*See BestBuy.com/recycling for details

### ENHANCEMENTS

\_\_\_ Stand-Alone Haul Away #8807552

\_\_\_ Add on Recycle #8856259

## CUSTOMER MUST REVIEW ALL LINES

- SCOPE OF WORK** We have reviewed in detail with you the scope of work to be performed, which may be found on the reverse side of this form.
- DELIVERY DATE** We have reviewed the scheduling options with you.
- RESPONSIBILITY** We will not be held responsible for moving any furniture or valuables.
- SAFETY OF OUR WORKFORCE** To ensure the health and safety of our service providers, we reserve the right to refuse or reschedule work due to unsafe conditions, which include, without limitation, extreme temperatures, natural disasters or the existence of other hazards, real or perceived. When a TV is being hauled away for disposal, some TVs may require additional equipment or personnel to safely remove them, which may result in a delay or rescheduling of the haul-away service and which may result in additional charges.
- DELIVERY AUTHORIZATION** Someone at least 18 years of age must be present at all times on the day of delivery and review and approve all work completed.
- LABOR ONLY** The delivery does not include any parts or accessories (for example: power cords, dryer ducts, hoses, etc.), except where specifically listed on the reverse side of this form.
- PARTS AND ACCESSORIES** New parts and all necessary accessories must be purchased at Best Buy in order for your appliance to be connected. Examples of accessories that must be purchased from Best Buy include: power cords, gas flex lines, dryer ducts and hoses.
- CUSTOMER INFORMATION** Is all of your customer information accurate? If not, our delivery teams will not be able to reach you to confirm the correct delivery address. Providing your e-mail address will allow us to send you updates on your order.
- HOME ACCESS** Verify our teams have access to your home via our truck and there is a clear path free of ice, snow, toys debris, etc.
- RELOCATING APPLIANCES** We will relocate any existing appliances customer wants to keep following the installation.
- SCHEDULING** We will call you the day before your delivery date to provide you a two-hour time window. If a specific time frame is desired, you must purchase "My Time" delivery. Property/Associations restrictions may prevent this option. Check with your association.
- DAMAGES/ FUNCTIONALITY** When your new appliance(s) arrive, look for dents, scratches and dings. If there is damage, confer with delivery teams on options. Ensure delivery team tests the appliance for functionality. Ensure your home has been left in its original condition. Please note any damage on your delivery paperwork.
- ANTI-TIP BRACKET** You agree that if you are purchasing a range, the driver will install Anti-Tip brackets which may require drilling into the floor under the range. If you decline anti-tip installation, delivery becomes drop-off only (no connections made).
- OPEN BOX** The Customer Specialist should have filled out an Appliances open box form for each open box product you are purchasing to verify current condition. Please ensure you have signed the open box form.
- 3RD PARTY** Deliveries may be performed by third party, non-Best Buy® employees.
- NON REFUNDABLE** Delivery fees are non-refundable after delivery is completed.
- DIMENSIONS** Verify dimensions (Height, Width and Depth) of the appliance and of the path the appliance will pass through (entry ways, doors, etc.) in addition to the appliance opening.
- PRODUCT VERIFICATION** Verify color, gas/electric fuel, brand/model selection.
- SPECIALTY INSTALLATION** Some appliances require specialty installation to be purchased. See reverse side labeled, "Products Requiring Specialty Installation to be Connected" for details.
- NEW STANDARD CONNECTION** If your house does not have standard connections, is missing parts (example no waterline), not up to code, is missing shut-off valves or there are missing outlets or other connections, our drivers have the right to decline connecting your appliance, but will drop it off. If this happens, call 1-888-Best Buy to inquire whether professional installation is available for purchase.
- HOME VERIFICATION** Verify proper power supply, waterlines, hookups and venting are already in place in your home, and if purchasing a refrigerator, which way you want the door to open.
- REFUSAL** You reserve the right to refuse any delivery if it does not meet your expectations.
- DISCLAIMER** We and/or our third party service provider shall not be liable for any failure or delay in performance due to any cause beyond our control. If our, or our third party service provider's ability to render services is impaired by you or circumstances beyond the control of us or our third party service provider, we and/or our third party service provider may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present, including possible code violations. For any un-installation services provided, you agree that neither we or our third party service provider shall be responsible for repairing any changes made to your residence. Neither we or our third party service provider will disassemble, deconstruct or break down any product for haul-away services even if necessary for removal.
- LIMITATION OF LIABILITY & RELEASE** By your signature below, you agree that, except for direct property damage that results from negligence, under no circumstances shall we or our third party service provider be liable to you or any other person for any damages, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, lost savings or earnings or liability arising out of, or related to, the services provided by us or our third party service provider for the installation, un-installation, use of or inability to use your products. Further, you affirmatively release and hold harmless Best Buy and third party service provider from and against any loss, liability or damage that you or the owner or lessee may suffer, included but not limited to, any changes or alterations to your residence (changes to walls, base boards, floors, etc.). Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

**FOR ANY FURTHER QUESTIONS FOLLOWING YOUR DELIVERY, OR IF YOU REQUIRE REPAIR SERVICE, PLEASE CALL 1-888-BEST BUY.**

I have read and agree to the above terms and conditions.

\_\_\_\_\_  
CUSTOMER SIGNATURE / DATE

\_\_\_\_\_  
CUSTOMER SPECIALIST / DATE

**White Copy/Store    Yellow Copy/Customer**

502-0249350

# DELIVERY: SCOPE OF WORK

## EVERY DELIVERY INCLUDES:

- Recycling of old appliances included if desired. If recycling a built-in refrigerator such as a Viking or Subzero, notify the Customer Specialist at time of purchase.
- Clean up and removal of any remaining packaging and delivery items still remaining in customer home.
- Disconnection of your old appliance (depending on local restrictions) and re-connection of your new appliance (except those indicated in the section below titled "Products Requiring Specialty Installation to be Connected").

### REFRIGERATOR

- We will place the product where requested, if applicable.
- If ice maker is purchased at the store, it will arrive installed in the refrigerator.
- Door reversal included if requested at time of purchase
- Connect ice maker and water to existing waterline as long as standard fittings are in place (must purchase waterline kit).
- In-line water filter installed if purchased at Best Buy.
- Shut-off valve must be readily available and in working condition.
- Refrigerators requiring new waterline hook-ups require specialized installation to be purchased.

### GAS APPLIANCE

- We will place the product where requested, if applicable.
- Gas appliances typically require specialized installation to be purchased because special licensing may be required, depending on market. See Customer Specialist for details.
- Gas Ranges require the installation of anti-tip brackets, which are included.

### DISHWASHER

- Delivery teams DO NOT connect dishwashers to power or plumbing.
- If you require assistance, please purchase specialized installation and dishwasher installation kit.

### DRYER AND RANGE – ELECTRIC

- We will place the product where requested, if applicable.
- We will connect the dryer venting kit if it's purchased at Best Buy.
- You must purchase the power cord at Best Buy.
- Anti-tip bracket will be installed (required).
- We will only connect dryers on pedestals of same brand on matching pedestals.
- We do not connect washers in a garage.

### FREEZER

- We will place product where requested and connect the power.

### AIR CONDITIONERS

- We will place the product where requested, if applicable. Delivery teams DO NOT install air conditioners.
- If you require assistance, please purchase specialized installation.

### OTR MICROWAVES AND VENT HOODS

- Delivery teams DO NOT connect microwaves and vent hoods to power.
- If you require assistance, please purchase specialized installation.

### WASHER

- We will place the product where requested, if applicable.
- We will connect to an existing electrical outlet.
- We will connect to existing hot and cold waterlines and drain, only if new hoses are used.
- Only new fill hoses will be connected, which will need to be purchased at Best Buy, if they did not come with the product or if you are choosing a stainless steel upgrade.
- We will only connect washers on pedestals of same brand on matching pedestals.
- We do not connect washers in a garage.

### TELEVISIONS

- Televisions will be set in place on a stand and connected to one existing source (i.e., cable or satellite). TV wall mounting not included.
- Delivery teams DO NOT disconnect or dismount from wall mounted applications.

## PRODUCT REQUIRING SPECIALTY INSTALLATION TO BE CONNECTED – (refer to Appliance Installation Terms and Conditions)

- Air Conditioners
- Built-in Ovens
- Cooktops
- Dishwashers
- Drop-in/Slide-in Ranges
- Garbage Disposals
- Over-the-Range Microwaves
- Range Hoods
- Built-in Refrigerators
- New Ice Maker Waterlines
- Trash Compactors
- Under-Counter Ice Makers
- Warming Drawers
- Gas Ranges and Dryers (depending on market)
- LP Conversions
- Electrical Hardwires
- On/Off Dishwasher Switches
- TVs Mounted to Walls

## VERIFY APPLIANCES WILL FIT:

Verify your new appliances' dimensions and the space you plan on fitting them into, as well as the path the appliance will pass through, i.e., doorways.	Appliance #1 _____	Height _____	Width _____	Depth _____
	Appliance #2 _____	Height _____	Width _____	Depth _____
	Appliance #3 _____	Height _____	Width _____	Depth _____
	Appliance #4 _____	Height _____	Width _____	Depth _____