

#### IMPORTANT NOTICE:

If it is determined a delivery is abnormal (unsafe to person, home, or property), Kelly's reserves the right to place units in the safest environment. This decision will be at the sole discretion of Kelly's. Kelly's is properly licensed to hook up existing water and gas lines. CCB #188544



#### After Your Delivery:

If you have any questions after you have read the instructions and operating literature regarding your merchandise, please contact us at:

Kelly's Appliance - Salem **503-378-1793**  
Kelly's Appliance - Eugene **541-485-6000**  
Kelly's Appliance - Corvallis **541-368-5984**  
Kelly's Appliance & Furniture - Central Point **541-826-7644**

[Info@Kellyshomecenter.com](mailto:Info@Kellyshomecenter.com)

**If you require service, please contact us immediately.  
We are committed to your satisfaction!**

#### Important Notice:

Most manufacturers have reduced the original warranty of their products to ninety days or one year. Kelly's offers up to a five-year warranty on most items. If you were not offered this opportunity, please call us immediately.



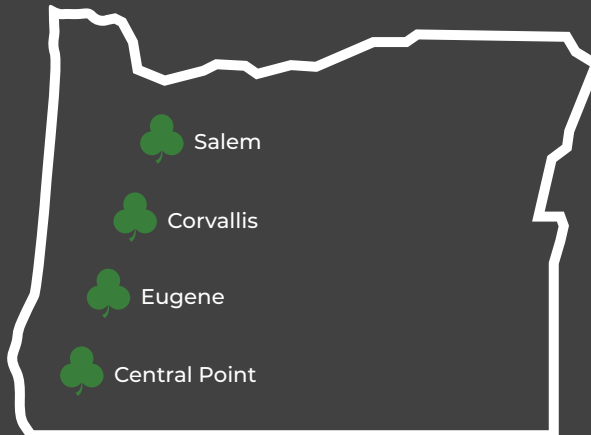
## HOME DELIVERY GUIDE



**THANK YOU FOR CHOOSING KELLY'S  
FOR YOUR NEW PURCHASE!**

#### Home Delivery Guide

Kelly's is Family Owned and Operated  
in Salem, Oregon Since 1974



[KellysHomeCenter.com](http://KellysHomeCenter.com)



## Customer Delivery Options:

**Standard Delivery/Shipping (Drop Off):** No cost for appliance purchase of \$496 or more, within our local delivery zone. Only one delivery per invoice. Kelly's will drop off item/s in the original cartons in the garage. No haul away or moving of the existing units is provided by Kelly's unless a separate haul-away fee of \$25 per piece is paid. This includes all built-in items. If you would like Kelly's to haul away your existing appliance/s, with our standard delivery, the appliance/s must be placed in the garage with a clear path for removal. Note standard delivery is ineligible for the offer of a Kelly's yard sign and \$25 Kelly's gift card when the sign is returned in-store.

**Deluxe Delivery:** Kelly's will move existing item/s to another location inside the home or haul away (excluding built-in items, unless un-installed) on a one-for-one basis. Kelly's will unbox and hook-up new, free-standing items. Kelly's will also haul away cartons and packaging. See category headings for product specifics.

## Kelly's 13-Point Check List

- Convenient scheduling, notifications & tracking
- Pre-installation walkthrough of delivery path & installation site with customer
- Protection of homes' thresholds, walls, and floors where needed
- Removal of existing appliance/s (free with Deluxe Delivery, \$25 per piece for Standard Delivery)
- Clean floor & walls of appliance area before installation
- Professional installation of new appliance/s
- Ensure the appliance is level & doors are aligned
- Haul away all appliance packaging materials
- Test operation of unit and all applicable connections
- Demonstrate use of products with customer
- Post-install product and delivery path walkthrough with customer
- Document and act on any customer concerns
- Offer Kelly's yard sign display for a \$25 Kelly's gift card when the since is returned in-store (Deluxe Delivery only)

Both delivery options are to one location only. Kelly's will not deliver existing items to a second location.

## Customer Check List:

Please use this checklist to better prepare for your delivery. It will help ensure a swift and pleasant delivery. Please note that Kelly's requires an adult 18 years or older to accept delivery. Call if you have any questions.

### Before You Leave the Store:

- Did you provide Kelly's with home, work, and applicable cellular telephone numbers?
- Did you remember to purchase the proper accessories i.e. new electrical cords, vent hose or water line?
- Did you inform Kelly's of special conditions i.e. stairs, basements etc.?
- Did you provide your address and the nearest cross streets or applicable apartment number?
- Did you discuss optional installation for built-in appliances, gas appliances, water lines or audio/video?
- Did you discuss the optional extended warranty available on most products?
- Did you provide your email address for improved communication?

### Please note the dimensions of your new appliance/s:

W \_\_\_\_\_ xD \_\_\_\_\_ xH \_\_\_\_\_

W \_\_\_\_\_ xD \_\_\_\_\_ xH \_\_\_\_\_

If you're purchasing a refrigerator or dryer, what is the desired door swing? (If hinges are on the right side, this is a right-hand door. If hinges are on the left side, this is a left-hand door.)

### Please note your Delivery Date:

### When You Return Home:

- Check the width of your doorways.
- Check dimensions of your existing opening to make sure the new unit will fit, including baseboard measurement Please call if there are any questions.
- Turn water valve/s off and on to check for leaks and corrosion.
- Confirm desired door swing of refrigerator or dryer.

**Delivery Times:** Because of the numerous variables such as weather, traffic, and complex deliveries, our practice is to provide a two hour delivery window. We will call you no later than the morning of the delivery to confirm your delivery. If there is a possibility that you may not be available to accept delivery, we encourage you to call us, so that we may reschedule your delivery date. If a change of delivery is made beyond 24 hours prior to scheduled delivery day, the delivery will be subject to an additional delivery fee.

### The Morning of Your Delivery:

Kelly's calls no later than the morning of delivery to give you a two hour time window. If you have not received a call from Kelly's by 9:00am verifying your delivery, please call us. Walk the path of the delivery inside your home and remove all items that may be obstacles such as wall art in a hallway, small furniture, antiques, etc. Check the delivery path outside your home for obstacles. We request the pathway used for delivery be clear of everything, including snow. If you have new floor covering or the weather is inclement, please take appropriate action to protect your home.

## Kelly's Deluxe Delivery:

We are committed to delivering your purchase to your complete satisfaction with professional, well-trained personnel. Please take a few minutes to study the section in this folder that describes your item/s purchased.

**Built-In Appliances:** These products are eligible for Standard Delivery only. At the time of purchase, Kelly's will provide you the current manufacturer's specifications for your appliance/s. However, manufacturer's specifications are subject to change without notice. Therefore, we suggest you do not make custom openings or cabinetry until your new appliance arrives.

**Washing Machines:** The existing washer will be moved to another location inside the home or hauled away. The delivery crew will clean the area prior to installing the new washer. The new washer will be connected to existing hot and cold water supplies using new hoses provided by the manufacturer or purchased by you prior to delivery. The drain hose will be secured if provisions allow. Before arranging for delivery, please turn water valves off and on to check for leaks and corrosion. The washer will be leveled and tested for proper operation.

**Electric Dryers:** The existing dryer will be moved to another location inside the home or hauled away. The delivery crew will clean the area prior to installing the new dryer. Provided you have purchased a new electrical cord and new venting kit, the dryer will be leveled, vented and tested for proper operation. These must be purchased new for Kelly's to install. Bottom-venting is not available through Kelly's delivery and must be arranged with a separate installation. Side-venting is available. Please ask your salesperson for more details.

**Gas Dryers:** The existing dryer will be moved to another location inside the home or hauled away provided the gas shut-off valve is accessible. The new gas dryer will be set in place and leveled and hooked up to the existing gas line with a proper shutoff valve at the appliance. A flex line must be purchased at time of sale as well in order to install. For ease of serviceability Kelly's uses flex venting when connecting dryers.

**Air Conditioners:** These units are left in cartons near your installation site. Kelly's delivery teams do not install air conditioners. Kelly's can assist in arranging professional installation at time of sale.

**Outdoor Grills:** These units are left in cartons. Optional assembly is available for an additional charge.

**Free-Standing Refrigerators and Freezers:** On the day of delivery, please remove all items from the existing refrigerator or freezer that will not spoil (such as soda), before the delivery crew arrives. If you have a water supply line and the turn-off valve is not behind the unit, please locate and turn off prior to delivery. The existing refrigerator or freezer will be moved to another location inside the home or hauled away. The delivery crew will clean the area prior to installing the new refrigerator or freezer. These units are plugged into an existing 3-prong wall outlet and leveled provided an optional flexible poly water line has been purchased and there is a shutoff valve behind the refrigerator. All other applications are available at an additional charge and may require professional installation. Kelly's does not direct-connect to copper lines. The delivery team will turn the new unit on and check for proper operation. (Built-in refrigerators require professional installation).

**Free-Standing Electric Ranges:** Existing range will be moved to another location inside the home or hauled away. The delivery crew will clean the area prior to installing the new range. Provided you have purchased a new electrical cord, the range will be leveled, hooked up and tested for proper operation. Anti-tip brackets provided by manufacturers must be installed by Kelly's, or a waiver must be signed by the homeowner releasing Kelly's of all responsibility. Please note that slide-in ranges are considered a built-in appliance.

**Free-Standing Gas Ranges:** The existing range will be moved to another location inside the home or hauled away provided the gas shut-off valve is accessible. The new gas range will be set in place and leveled. A flex line must be purchased as well for installation. Anti-lip brackets provided by manufacturers must be installed by Kelly's, or a waiver must be signed by the homeowner releasing Kelly's of all responsibility. Please note that slide-in ranges are considered a built-in appliance.

**Dishwashers:** These units are left in cartons. Refer to the Built-in appliance section.

### Removal or moving of old items:

Kelly's delivery crew will remove and dispose of old items as outlined. Kelly's will not remove any built-in appliances unless they are uninstalled. We will be as careful as possible, but we cannot be responsible for damage to an old unit or property when moving. Drivers cannot dismantle old units nor make house alterations when removing your old units. As a safety precaution, appliances placed outside should have their doors removed. This is the owner's responsibility. Appliances that could contaminate those intended for other customers cannot be removed. Removal of items, such as food, clothing or water is the customer's/your responsibility.

**Doorways:** The delivery team is ready to remove pin-hinged doors only. Spring-loaded swing doors, folding doors and sliding glass doors can only be removed by you, the customer.

**Floor Protection:** Kelly's will use standard industry equipment during delivery of your appliance/s including hand trucks and plastic skids as appropriate. Should a greater level of protection be required to safeguard your floor or door threshold, please take the necessary steps to protect your home. Note some refrigerators may weigh 800 pounds or more.