

APPLIANCE DELIVERY CHECKLIST

What you should expect from a white glove appliance delivery and why it's important to check first, rather than find out later

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Delivery Checklist Overview



In this guide we will tell you what to expect from a “white-glove,” “gold,” or “titanium” delivery. At the end, you will know what to ask from your local, national, or box store appliance dealer.

A white glove appliance delivery should include unpacking, uncrating, removing the existing appliances, and setting up the new unit.

Delivery varies greatly in the appliance business. Judging by reading reviews nationally, you may think you are receiving one type of service but the reality could be very different. **Delivery is one of the biggest causes for your dissatisfaction. You need to be prepared.**

Many of the elements included here are most likely considered above and beyond from how dealers actually deliver. So if a salesperson/manager agrees, **you must ask for any concessions in writing to protect yourself.**

Delivery Checklist

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Delivery checklist

Use this list to compare services from your appliance dealer before you make your buying decision

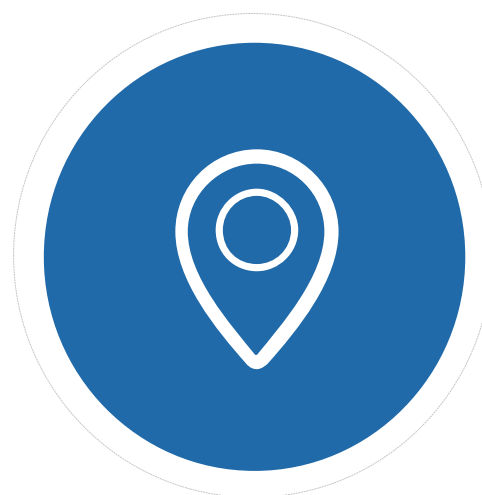


Topics to ask about

Make sure to understand and ask about these services and processes before you buy

About Yale

A little about us





DELIVERY CHECKLIST

Use this list to compare services from your appliance dealer
before you make your purchase

Yale Appliance + Lighting in Dorchester, MA



Yale Appliance

Delivery Checklist

Service Description	Store 1	Store 2	Store 3
Pre-delivery Site Check: To determine if products will fit			
Delivery Window: How many hours?			
Day of Delivery: Web app to track your delivery within 30-minute window?			
Delivery call ahead			
Delivery includes stairs and multiple floors?			
Removal of existing appliances			
Hooking up cords for stove, electric dryer, dishwasher, disposer			
Basic Install: Refrigerators, electric ranges, electric dryers			
Premium Install: dishwashers, disposers, gas ranges, hoods, integrated and professional refrigerators			
Removal of all packaging and boxes			
Floor protection for heavy items			
Leak detection for appliances using water			
Video / photos of product and premises upon delivery and completion			
CORI certified personnel			
Drug screened personnel			

RESOURCE CENTER

Start here to find answers about all appliance products with our videos, articles and buying guides. Over 250,000 people have already found answers in a Yale guide.



Visit the Resource
Center



MAKE SURE TO ASK

Make sure to ask about these services and processes
before you make an appliance purchase

YALE

Yale Appliance + Lighting in Framingham, MA



Pre-delivery Site Check



Boston is a tough place for deliveries because of brownstones and 4 and 5-floor walk-ups, for instance. If you think your delivery will have an issue, we will do a free site check and measure to insure the product will fit. In Boston, you have to pay attention to the stairs on the way in as well as where the product ends up.

Many times, when you think a product will fit based on a spec sheet, especially refrigerators, larger stoves, and laundry, it won't go because of a turn on a stairwell. However, with a site check you will know for sure.



Stairs / Multiple Floors



You want to ensure your delivery includes stairs. Many companies will only do one staircase or 9 stairs. Of course in Boston, you have to deliver upstairs. Brownstones can be 5 or 6 staircases.





Delivery Time Frame & Call-Ahead



The first element of a delivery is notification. You do not want to wait a whole or half day. As a benchmark, we have a 2-hour window and will call ahead if requested. For a White Glove delivery, you should expect a similar, narrow window so you do not waste your day.

You can now track your Yale delivery throughout the day for a 30-minute notification.

Removal of Existing Appliances



All our deliveries include free removal of the existing unit on a 1-for-1 basis. Many other delivery companies do not remove the unit or will leave it curbside. The problem is many towns will not take old appliances anymore, or the town will charge you to remove them. It can also be a safety hazard or a fineable offense.

Any delivery should address removals because old appliances are tough to handle.





Installation



You should expect nominal installation on many items because they are easy for a good delivery person to set up like, washers, electric dryers, refrigerators and electric stoves.

You have to consider installation with a professional when you buy other appliances, especially dishwashers, gas ranges, gas dryers and pro refrigeration. Just know beforehand. We have installation teams, or we can help you with a plumber.

Typically, any white glove service can set up installs on the more complicated appliances.

Make sure you receive a quote and a scheduled date beforehand.

Always read reviews not just on the delivery but look at reviews on their installation services too.

Removal of Product Packaging

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There is a staggering amount of trash even for a dishwasher between pallets, boxes, Styrofoam and other packing material. You want to make sure it is removed from your property.



Floor Protection



This is a small detail but **heavier items can actually indent your floor if left for a few hours**. We leave heavier items on Masonite to prevent any type of impact on your floor. It is especially important with professional refrigerators or pro ranges.

You must place some kind of material under heavier appliances if left more than a couple of hours on your floor.



Floor Protection

Leak Detection Pads



Boston is an old city with ancient pipes. We will leave leak detection pads underneath dishwashers and refrigerators, so if there is a leak, we will know immediately. **Water can create a ton of havoc in a home** and we want to mitigate this.

When you are buying any type appliance using water, like a dishwasher, washer, or refrigerator with an ice maker, you want to be wary within the first 72 hours. Water damage can be extremely costly, so it is important to catch it right away.

Be wary of any appliances using water, including ice makers, for 72 hours after installation.



Video Protection



Read this carefully: You must inspect that everything is in good order before you sign off on delivery. You will read horror stories over the internet of people signing for good products only to find the appliance was damaged when actually opening it.

We video all the appliances for your protection and attach it to your file at Yale. Otherwise, you should take a video before and after the delivery to ensure the product is in good condition.





Background Checks



This is incredibly important because you are inviting strangers into your home. You want to make sure they are good citizens.

Yale does background checks on every delivery person, service tech, and installer using:

- Criminal offender record information (CORI)
- Random drug screens
- Credit Checks

We want good people in your home. So should you.

You should ask your appliance store how they choose their personnel.

Prepare For a Delivery



1. Get everything in writing including all chargers.
2. Understand whether the company charges more for delivery in-house, removal of existing appliances, basic installation, and removing any boxes.
3. Survey your property for any damage before and after delivery.
4. Match your model numbers from your slip to the serial tags of the appliance.
5. Watch the delivery to ensure no damage occurs to your appliances or your home





ABOUT US

Proud to be family-owned and operated since 1923.

Yale Appliance + Lighting Operations Center in Stoughton,
MA

About Us

The Yale Difference



Sales

Browse our 15,000 sq. ft. Boston and Framingham showrooms guided by our sales staff with 284 years of combined experience

Delivery

We bring the products right into your home, not just to the curb. Every delivery includes removal of the old, disconnected appliance

Install

Our professional install team can hook up your new dishwasher or re-configure your cabinets to accept a new wall oven

Service

25 service techs on the road every day backed by our Yale Warranty. Service is the largest department at Yale

Buying Strategies

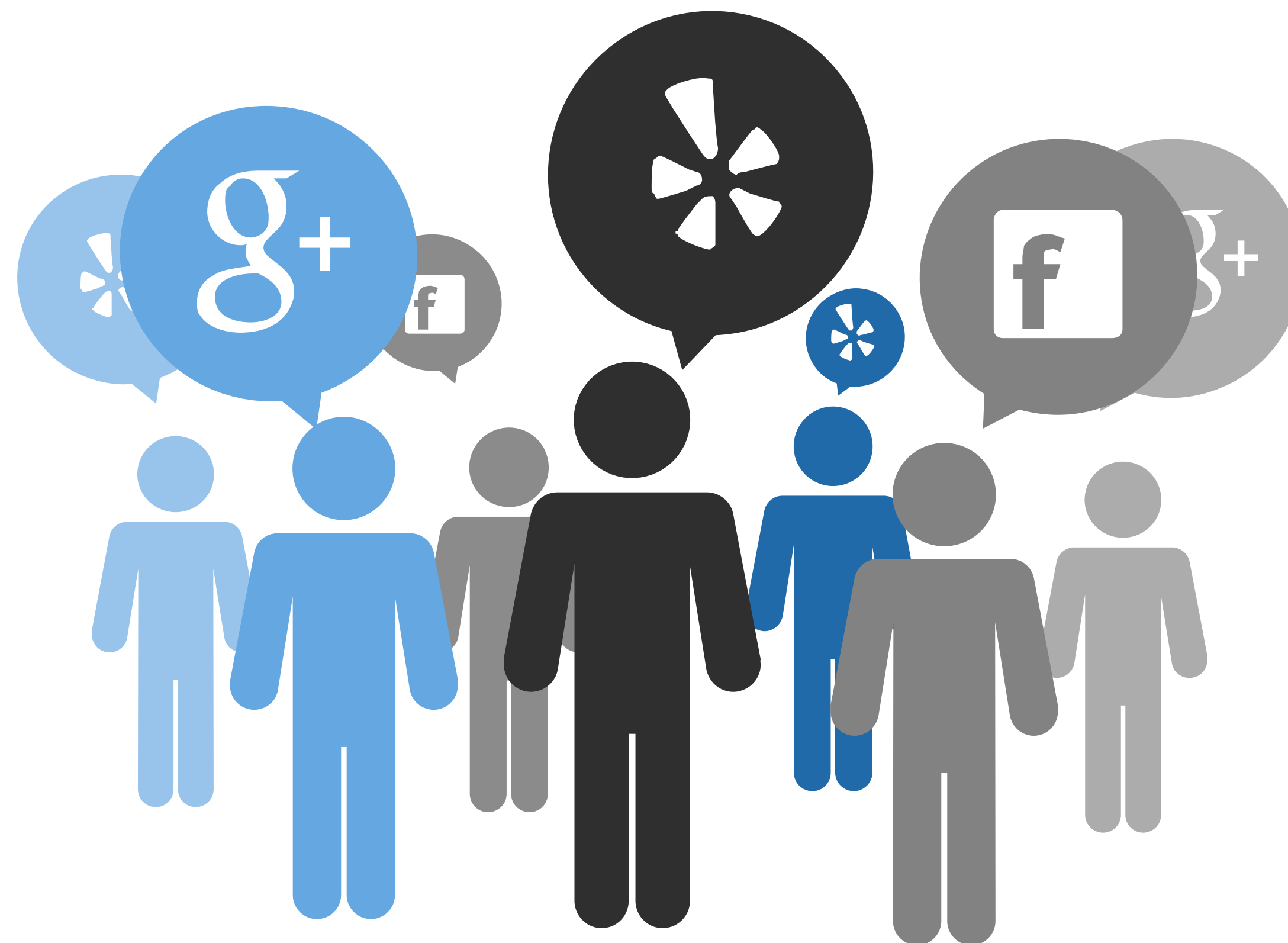
Wisdom of Crowds

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Buy where you're comfortable

There are tons of stores and products, but a limited number of consumers. Check review sites like Yelp, CitySearch, Google, and the Better Business Bureau before you purchase.

Remember, any store can sell an appliance; the biggest issues are shipping and service.



Delivery Checklist

About Us

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Yale has been based in Boston for over 90 years and operates three showrooms; in Boston, Framingham, and Hanover. We operate the largest independent service and repair department in New England with 60 people and 35 service technicians. Our sales staff has an average of 7 years experience, and our staff chef can help you learn to use your new appliances.

VISIT OUR STORES

Now you can schedule a free, private showroom visit to go over the needs of your project. Choose a time that works for your schedule to visit our Boston, Framingham, or Hanover, MA showrooms.



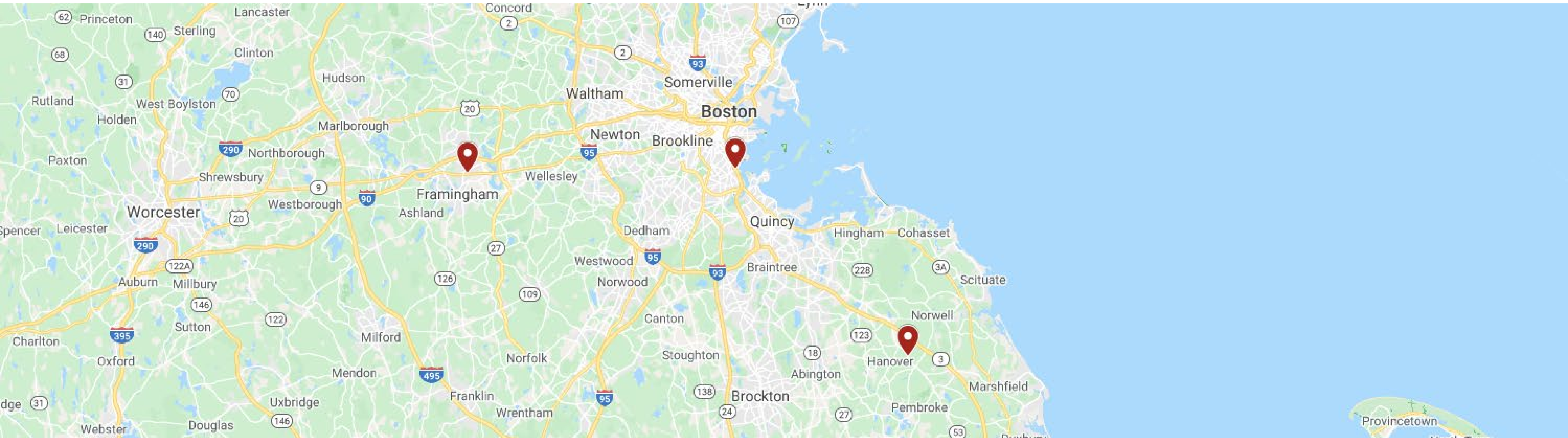
**Schedule a Showroom
Appointment**

Delivery Checklist

Contact Us



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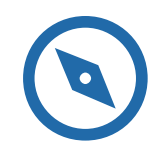
Showrooms



Boston
296 Freeport St



Hanover
548 Washington St



Framingham
215 Worcester Rd

Contact Us

617-825-9253

help@yaleappliance.com

yaleappliance.com

Social Media

Facebook.com/YaleApplianceLighting

Instagram.com/yaleappliance

Twitter.com/MyYale

YouTube.com/yaleappliance