

## ORDERING AND DELIVERY GUIDELINES

GE Appliances is committed to supplying customers with the best service and delivery possible. In order to do so, GEA would like to ensure that each jobsite is completely ready, prior to delivery, allowing all required services to be completed in a safe, timely manner. Site Readiness will allow GEA to meet customer delivery requirements and to minimize opportunity for damage to property and product. If the site is not ready when the Delivery Agent arrives, deliveries can be delayed, and/or extra services may need to be performed to complete the installation. These additional costs are then passed along to the Customer. The requirements include, but are not limited to, the following:

- Only one stop per order, one delivery per location per day.
- A delivery stop is defined as a specific building and must be placed on one PO.
- Deliveries to multiple buildings must be placed on multiple POs.
- Someone over 18 must be available to meet delivery agent, sign for the units and inspect boxes.

## SITE-NOT-READY ISSUES

In the event that the jobsite is not ready at the time of requested delivery:

- GEA will not be able to deliver the product, resulting in a secondary shipment or cancellation.
  - Cancellation of an order will create a restocking charge of 7.5% per unit.
  - Customer is responsible for freight on all crated and uncrated returns.
- Damage to appliances that is caused by a jobsite readiness element not being completed prior to delivery will be the sole responsibility of the Customer.
- Any costs for performing extra services at the site that were not identified at the time of order placement will result in an additional invoice.

## JOBSITE READINESS

The following site conditions need to be met prior to the arrival of the appliances to enable GEA to complete delivery and installation in a safe, timely manner:

- ☐ Driveways and sidewalks must be in place.
- ☐ All snow and ice must be removed from sidewalks and driveways.
- ☐ All cabinets, countertops and floor trim must be installed.
- ☐ Stairs and stairwells must be complete.
- ☐ Elevator must be operable and available for all deliveries above 3rd floor at NO CHARGE to GEA.
- ☐ Kitchen flooring must be installed.
- ☐ All electrical runs must be complete, with outlets and junction boxes installed per product specifications. Electricity must be turned on so appliances' installation can be checked.
- ☐ All drywall and painting should be completed.
- ☐ Outside entrances must be accessible, with all debris and scaffolding removed.

**NOT** having the above Jobsite Readiness conditions met at time of delivery could result in additional charges for delivery delays, redeliveries or additional services required to complete the delivery. All OSHA and local guidelines/codes and manufacturer's install instructions must be adhered to along with the above requirements.



## **GAS COOKING APPLIANCES**

- Builder must have gas line with shutoff valve installed per product specifications and gas turned on prior to installation so that the appliance installation can be checked.
- GEA can supply and install Gas Flex line for an additional charge in certain markets.
- Flooring or blocking must be in place to properly anchor anti-tip brackets for installation on all free-standing and slide-in ranges. GEA will install anti-tip brackets for all uncrated units for an additional charge or if included in the charge for a complete installation.\*

## **ELECTRICAL COOKING APPLIANCES**

- All electrical runs must be complete, with outlets and junction boxes installed per product specifications and electricity must be turned on so appliance install can be checked.
- Flooring or blocking must be in place to properly anchor anti-tip brackets for installation on all free-standing and slide-in ranges. GEA will install anti-tip brackets for all uncrated units for an additional charge or if included in the charge for a complete installation.\*

\*Installation cannot be completed without properly installing the anti-tip bracket and securing the range. If the anti-tip installation cannot be completed, the unit will either be left crated, uncrated outside the kitchen area, or returned.

## **OVER-THE-RANGE MICROWAVE OVENS**

- All required venting must be cut out and installed to product specifications prior to delivery. For Advantium™ Oven 240-volt configuration, a 30-amp line must be installed with a NEMA 14-30R receptacle. Electrical volts vary. You may want to check with your electrician. Advantium™ Oven 120-volt configuration has the same requirements as 120-volt Over-the-Range Microwave Ovens.

## **DISHWASHERS**

- All water hook-ups with shutoff valves must be installed and water turned on so that the appliance installation can be checked.
- GEA can supply water lines for an additional charge in certain markets.
- All electrical requirements must be in place for hardwire or corded units per product specifications and electricity must be turned on so appliance install can be checked.

## **REFRIGERATION**

- Units with icemakers must have an approved water line with shutoff valve installed and water turned on so that the appliance installation can be checked.
- GEA can supply water lines for an additional charge in certain markets.
- Confirm and supply required door swing at time of order.

## **LAUNDRY**

- Laundry drain must be open and trap filled with water.
- All cabinets, countertops and floor trim must be installed.
- All water hook-ups with shutoff valves must be installed and water turned on so that the appliance installation can be checked.
- All required venting must be cut out and installed per product specifications prior to delivery.
- Electric Dryers — all electrical runs must be complete with outlets and junction boxes installed and electricity must be turned on so appliance install can be checked.
- Gas Dryers — all gas lines with shutoff valve must be installed per product specifications and gas turned on prior to installation so that the appliance installation can be checked.
- GEA can supply and install Gas Flex line for an additional charge in certain markets.