

Customer Appliance & TV Delivery Expectations

As of Aug 2024



Last Mile Industry Best Practices- Appliance Delivery

- **Appliance and TV deliveries are especially susceptible to damage, and as such, require thoughtful in transit care, transport care, special care during installation (where applicable), and thorough documentation of all delivery and installation steps to avoid claims or customer disputes**
- **This documents outlines the documentation and photograph strategy for appliance and TV deliveries plus installation to "Industry Standards"**
- **Additionally, this document is designed to ensure understanding of last mile delivery expectations for appliances and televisions**

Contents

Delivery and Exceptions

Appliance Photo Capture Expectations

Television Photo Capture Expectations

Common Issues

Exception	Required Action
Not at Home	<ul style="list-style-type: none">• Enter “Not at Home” exception into delivery app. Photo of home address is a best practice• Complete stop in delivery app
Concealed Damage	<ul style="list-style-type: none">• Contact “Save the Sale”• Complete stop based on customer request 
Customer Refusal	<ul style="list-style-type: none">• Contact “Save the Sale”• Complete stop based on customer request
Site Not Ready	<ul style="list-style-type: none">• Enter “Site Not Ready” exception into delivery app• Provide customer with “Leave Behind Card”• Complete Stop

Exception Required Pictures

EXCEPTION PICTURE EXAMPLES



Product "concealed" damage



Product "concealed" damage



Site Not Ready (installation area too big/small)



Site Not Ready

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Standard Delivery Required Pictures

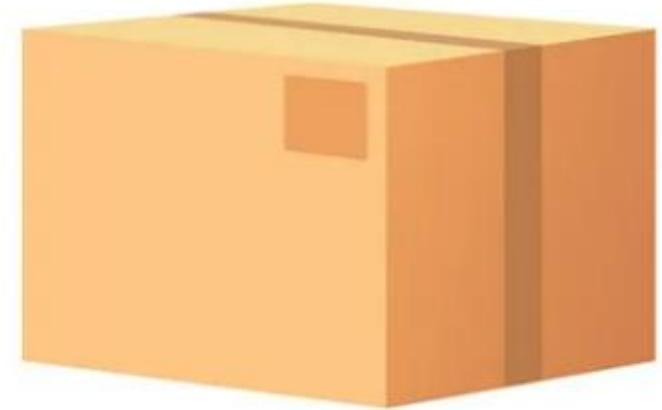
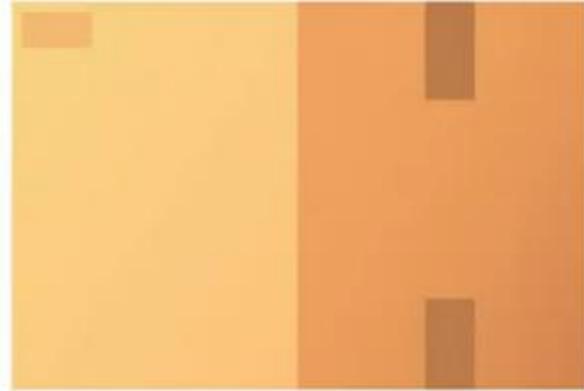
Four Required Pictures for
Standard Delivery

**Orders with
unpack/debris removal:**

Photograph of appliance with
clean area/debris removed is
required



STANDARD DELIVERY



Front, Back, Side 1, Side 2



INSTALLATION

**Refrigerator
Installation
Required
Pictures**

**Five Required Pictures
for Installations**



Document connections made with no leaks



Illustrate location of shut off valve



Document unit in operation



Quantify unit in final position, leveled and free of plastic, packaging.

INSTALLATION

**Washing
Machine
Installation
Required
Pictures**

*Five Required Pictures
for Installations*



Document Existing valve and drain setups. This is crucial in claims investigations. Some areas may require and already be utilizing Water Hammers. Be mindful of the gaskets and reutilization of such here. If the customer is utilizing a drain pan, capture the integrity of the pan when the existing unit is removed and before the new unit is put into place.



Ensure unit is level to meet manufacturer specifications



Illustrate connections have been made and tested for leaks. What's wrong with this standpipe connection?

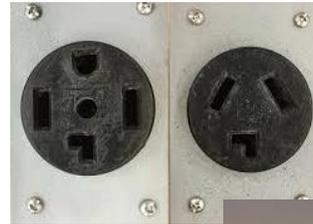


Document unit in operation prior to departure.

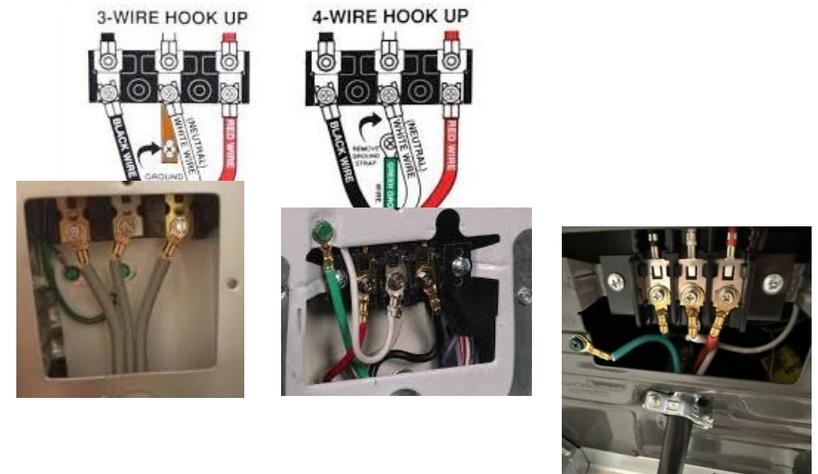
Electric Dryer Installation Required Pictures

Five Required Pictures
for Installations

INSTALLATION



Quantify connections required on site. 4 prong or 3 prong.



Ensure proper connections are made and documented WITH strain relief



Illustrate unit is in place and level



It's difficult to visually confirm a dryer in operation. Illustrating that you've ensured its functionality prior to departure is key.

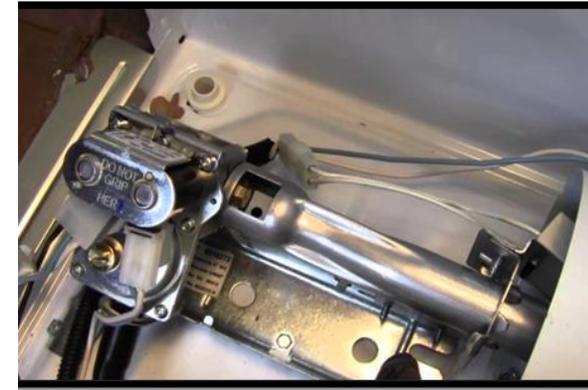
Gas Dryer Installation Required Pictures

Five Required Pictures
for Installations

INSTALLATION



Quantify connections made on site.
Water, Gas, LP, electric, ventilation, etc.



Document the LP kit has been installed.



Illustrate connections have been made
and tested for leaks



It's difficult to visually confirm a dryer in
operation. Illustrating that you've
ensured its functionality prior to
departure is key.

Dishwasher Installation Required Pictures

Five Required Pictures
for Installations

INSTALLATION



Document supply and drain connections with no leaks



Illustrate the unit was functional prior to departure by documenting water beads on the inside of the unit.



Illustrate how you've mounted & leveled the unit, causing no damage to cabinetry. Cabinetry claims are the #1 reason for claims with built-in appliances. Unlevel units are the #1 reason for service calls.



Showing unit is wiped down, plastic removed, and power on to show function.

Electric & Gas Stove Installation Required Pictures

Five Required Pictures
for Installations



Document Anti-tip Device installed



**Illustrate connections have been made
and tested for leaks.**



**Ensure unit is level to meet manufacturer
specifications**

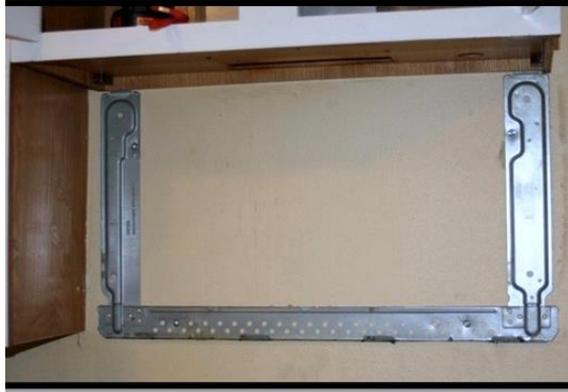


**Document unit in operation prior to
departure.**

Microwaves Installation Required Pictures

Five Required Pictures
for Installations

INSTALLATION



Mounting bracket secured and installed



Venting secured (if applicable) and power cord plugged in.



Mounting bolt flush with cabinetry

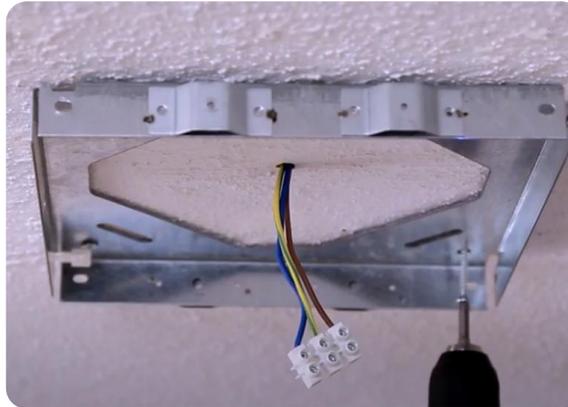


Unit is wiped down, plastic removed, and power on to show function.

Hood Vent Installation Required Pictures

Five Required Pictures
for Installations

INSTALLATION



Document the placement of the mount if applicable.



Capture the ventilation setup, if applicable.



Quantify the unit in operation prior to departure. (The paper illustrates the fan in operation.)



Document the unit in final position free of debris and packaging.

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Television Threshold Delivery Required Pictures

THRESHOLD STANDARD DELIVERY



Customer requested
location – Final landing
spot image



Television White Glove Required Pictures

TV WHITE GLOVE



Four sides upon
delivery arrival



Capture image of functional TV in final
landing spot

TV MOUNT INSTALLATION



Four sides up on delivery arrival



Requested installation point



Stud finder & Mount with level



TV wall mount



TV on wall mount with debris removed



Capture image of functional TV in final landing spot

**Television
Wall Mount
Installation
Required
Pictures**

*Four Required Pictures
for TV Mount*