

## THANK YOU FOR SHOPPING AT THE BRICK!

### PLEASE ASSIST US IN MAKING YOUR DELIVERY A GREAT EXPERIENCE.

#### Delivery Service Preparation:

- ☐ Measurements should be taken in advance to ensure items purchased will fit. In a situation where your purchase may be a tight fit, you have the option of approving our attempt for delivery by releasing us from liability for any potential damage to your home or property (a signed release is required), or by returning to the store to make an alternative selection.
- ☐ Access to the home, including driveway & walkway, should be clear of obstacles, debris and snow or ice, and with all pets secured. Please ensure interior flooring is protected.
- ☐ Ensure the area where you want new merchandise to be placed is clean & clear.
- ☐ Ensure that a responsible adult is present to accept & acknowledge receipt of the delivery in good order.
- ☐ If existing appliances (with gas or water connections) are to be removed by our Delivery Teams, they must be cleaned and disconnected prior to the Team's arrival.
- ☐ Ensure that any water/ power/ vent hoses connections for refrigerators, stoves, dishwashers, washers & dryers are disconnected prior to the Delivery Team's arrival.
- ☐ You must have purchased new hoses for washers and a metal dryer vent hose in order for the Delivery Team to assist in any laundry hook-ups or installations required. Note that in many cases these are not provided with the new washer & dryer units.
- ☐ Any old Mattresses & Boxsprings that are to be removed must be placed in bags provided by the store and the bags sealed tight with proper packing tape.
- ☐ Please make sure you take mattress bags for your old bedding with you prior to leaving the store.
- ☐ If you are placing upholstery on tile or hardwood flooring, felt pad protection should be used and should be purchased prior to delivery.

#### What You Need to Know - For Delivery in Major Metro Markets:

- ☐ Store representative (or automated service) will contact you 2-3 days prior to delivery to re-confirm the delivery date and address. Orders that cannot be verbally confirmed will be rescheduled.
- ☐ The day prior to delivery, you will receive an email and/or text with an estimated 3-hour delivery time window as to when they will arrive, along with a link to track your delivery.
- ☐ Delivery Team will attempt to contact you in advance if the delivery window cannot be met due to unforeseen circumstances.
- ☐ Due to health and safety regulations, our Delivery Teams are required to wear approved safety footwear at all times. Please ensure your floors are protected prior to delivery.
- ☐ Please make sure you give the Delivery Team all manuals, attachments and remotes for any potential electronic product returns.
- ☐ For in-town deliveries, the delivery teams will remove and dispose of all packaging, except for RTA product (indicated by an 'R' on your invoice, see details below).

#### What You Need to Know - Rural or Special Delivery Services:

- ☐ For deliveries Out of Town (OT) or Special Deliveries (SP) we will deliver and place all new items purchased in the room of choice.
- ☐ Un-packing, any assembly, set-up or installation will be the customer's responsibility.
- ☐ We do not offer removal of old appliances or mattresses for out-of-town deliveries.

#### Ready to Assemble (RTA):

- ☐ RTA product is indicated on the front of your invoice with a "R" located next to the item
- ☐ Items will be placed in your room of choice, and they will be left in packaging by the Delivery Team. All assembly instructions are in the packaging.
- ☐ For missing parts please call the 1-800 number indicated in the assembly manual included with your product

#### What our Delivery Teams will do for You - In Major Metro Markets:

##### **Refrigerator/ Range/ Freezer**

- ☐ Appliances will be removed from packaging, put in place as required, leveled, handles installed.. Any interior packaging is not removed.

- ☐ Refrigerators and freezers should not be turned on until at least 1 hour after delivery.
- ☐ Water or gas hook-ups will be customers' responsibility.

##### **Washers and Dryers**

- ☐ Appliances will be removed from packaging, put in place, leveled and plugged in.
- ☐ Stacking bolts and locks will be removed. Stacking laundry and pedestals will be set up.
- ☐ Only new hoses bought at The Brick for washers and metal dryer hoses (as recommended by manufacturer) will be connected. Plastic dryer hoses will not be connected. Connection of gas dryers will be customers' responsibility. Please ensure the first laundry loads are supervised. For Quebec only, an installation fee is required prior to delivery.
- ☐ In the event hoses cannot be easily accessed - such as being hidden in cabinetry - hoses will not be connected.

##### **Built-in Stoves and Dishwashers**

- ☐ Appliances will be removed from packaging if you request it and left on cardboard to avoid any potential floor damage.
- ☐ Connection of gas ranges and dishwashers will be customers' responsibility.

##### **Existing Appliances**

- ☐ Existing appliances will be removed from your home on a one-for-one basis as noted and paid for on the sales order.
- ☐ If existing appliances are hardwired or connected to water, they cannot be removed at time of delivery.
- ☐ The Delivery Team will not be responsible for relocating existing appliances in the home.

##### **Electronics**

- ☐ TV's over 37" will be removed from packaging if you request and the TV base mounted.
- ☐ We recommend that if you are planning to wall mount your TV, that it remain in the packaging until you are ready for installation.
- ☐ All other electronics will be placed in your room of choice.

##### **Mattresses and Boxsprings**

- ☐ Mattresses & Boxsprings will be removed from your home on a one-for-one basis as noted and paid for on the sales order.
- ☐ Existing Mattress & Boxspring will only be removed if placed in bags. Bags are available at The Brick store and will be provided to customers prior to leaving the store.
- ☐ If a metal or adjustable bed frame has been purchased, it will be assembled.
- ☐ Mattress & Boxspring will be unwrapped and placed in frames or on bedroom sets.

##### **Upholstery**

- ☐ Legs will be installed if required (if placing on tile or hardwood floors, you should be prepared to install felt pad protection).
- ☐ Furniture will be placed in your room of choice.
- ☐ Sofa beds and recliners will be unlocked.
- ☐ For recliners, backs will be installed together with handles.

##### **Bedroom Sets/ Wall Units/ Dining Rooms:**

- ☐ Furniture placed in your room of choice (if placing on tile or hardwood floors, you should be prepared to install felt pad protection).
- ☐ For bedroom sets, mirror will be attached to dresser, headboard & footboard will be attached to bed frame. Customers will be responsible for installing handles to drawers.
- ☐ For dining rooms, table base or legs will be installed and hutches will be placed on top of buffet. Customers will be responsible for installing handles on drawers & doors.
- ☐ For Quebec only, an installation fee is required prior to delivery.