



EXPERIENCING A GREAT DELIVERY & INSTALLATION IN YOUR HOME

1. REVIEW YOUR ORDER Have a Hagedorn's team member review your order and the existing or new location of appliances in your home.

- A.** Did you review measurements with Hagedorn's before ordering your appliances to ensure your new appliances will fit? (This applies to built-in products like wall ovens, cooktops, built-in refrigeration, pro ranges, and specialty appliances.)
- B.** Did you tell us about the type of countertops you have and flooring?
- C.** Does your order include additional appliance cords or essential accessories?
- D.** Are there other home improvement professionals involved that we need to contact?
- E.** Did you give a realistic date of when you will be ready to receive appliances?
- F.** Do you need haul-away services for your old appliances?

2. UTILITIES READY? Are all utilities hooked up and ready to be connected when the appliances arrive? Are your power outlets turned on?

3. LP GAS? Tell us if you use Liquid Propane for any gas appliances (This may require additional preparation before your delivery).

4. TIGHT SPACES? Please measure tight areas like doorways, stairs, and kitchen islands and notify us so we can ensure the necessary clearance exists to deliver and install an appliance.

5. CLEAR PATH FOR DELIVERY Is there a paved driveway or walkway cleared for our team to deliver your appliances? Are there any stairs or obstructions that you need to communicate before we arrive?

6. KEEP EVERYONE SAFE Please be sure the work area for our staff to deliver and install your appliances is clear of children and pets.

7. HAUL AWAY SERVICE If you have arranged haul-away services in advance, we will take away your old appliances along with all packaging materials from your new appliance.

8. TIME FOR ACCURACY A great installation is a careful one. Please give our professionals time to properly install your appliances. Our time in your home will depend on the type and number of appliances you ordered plus your preparations.

9. KEEP YOUR APPLIANCE MANUALS Make sure you set aside a location in your home where you can easily access your appliance manuals.

10. TELL US ABOUT YOUR EXPERIENCE We only become a better company for our community when we know what worked and what needs improvement in how we serve you.