

# Delivery Preparation



Congratulations, you are on your way to owning something really cool!  
Please read this critical information before delivery day to avoid any surprises.

## CONTACTING CUSTOMER SUPPORT

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We are with you all the way in this experience. If you need to change the delivery date, time window or the delivery service, contact us right away. Your delivery is not handled by your salesperson but by the central customer service office.

Toll Free: (888) 487-2298

WDCCARES@WDCAPPLIANCES.COM

Monday-Saturday, 10AM-5PM

### Need to Reschedule?

The sooner the better! Cancelling on delivery day or the day prior is a \$50 re-staging fee.

### Installation Liability

The customer is responsible for choosing an appliance that can fit in the home and installation site. If you are unsure please contact us or read our [appliance guides](#).

## SCHEDULING YOUR DELIVERY

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When all of the products on your order are ready to be shipped, a WDC representative will contact you to schedule a delivery date and time window. The day before delivery you will receive an automated reminder by phone. If you provided us with an email address at the time of purchase, you will also receive an email with the same information in addition to a list of the items to be delivered.

If you need delivery *inside* the house, please make sure you have the Platinum Delivery service option (see the next page).

## TRACKING YOUR DELIVERY

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Your delivery time window will be 2-4 hours depending on the service level you chose at purchase (see next page). The night before delivery you will receive a delivery email with a link to the widget. Simply enter your order number to get near real-time updates on truck arrival ETA, GPS location and more. Now you can be home right on time, no waiting necessary!

# Delivery Service Options

If you need to upgrade, please call customer service right away at (888) 487-2298. For more details, see our [Delivery Information page](#) online.

## CURBSIDE DELIVERY

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With this Curbside Delivery Service, you will receive a phone call the day prior to your scheduled delivery date where you will be given a 4-hour time window that you can expect to receive your delivery. An adult 18 years or older must be present for the delivery. With this Delivery Service, our delivery drivers will place your items on the nearest sidewalk, driveway, or inside your garage. The items will be left in their factory packaging. Un-packaging and/or transporting the item/s into the home is the customer's responsibility. If you live in an apartment or if you cannot safely move the items into your home, you should consider upgrading to our Platinum In-Home Delivery Service. Your first delivery is Free any additional deliveries will incur a \$45 fee.

**Cost: FREE**

On Appliances \$399 and up / On Plumbing \$1000 and up

## PLATINUM IN-HOME DELIVERY

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With this White Glove Delivery Service, you will receive a phone call the day prior to your delivery where you will be given a 2-hour time window that you can expect to receive your delivery. You also will receive a 15-45 minute call ahead when the driver is on his way. An adult 18 years or older must be present for the delivery. At that time, delivery agents will bring the product(s) into your home, uncrate them, and place them in the area of your choice. They will also remove any of the packaging material from your home. This does not include installation of such products.

**Cost: \$59**

(Excluding Built-in Refrigeration and/or 48"- 60" PRO RANGES, precautionary for your safety, as these products cannot be unboxed from pallets until installation is performed)

## 4 MAN CREW DELIVERY

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If there is a situation where large products are needed to be brought up stairs or to second floors a 4 man crew service may need to be purchased, ask sales associate for details. Any household needing a crane to bring product into the house is solely the responsibility of the customer.

**Cost: \$200**