



Warranties:

Direct Appliance One-Year Limited Warranty

Direct Appliance warrants to the original purchaser that any product purchased from us will be free from operational defects for one year from date of receipt by the customer.

In the event of a claim requiring warranty service, you must immediately notify Direct Appliance. Claims must be reported within one year of your receipt of the merchandise. You must have your original sales invoice to make a claim under this warranty. We may also assist you in locating the invoice through our system. Send claims to DA, Customer Service, 2424 McHenry Avenue, Modesto, CA 95350.

When it is necessary to return an item for warranty service, it is the purchaser's responsibility to provide transportation of that item to and from the Direct Appliance Service Center, should that be required.

Delivery:

Your purchase will be delivered to you in a box, or if un-boxed, free of nicks, scratches, or other damage (unless the item was sold at our Outlet or "As-Is.") You will be asked to sign that you received it in good condition.

On a Drop Off delivery, units will be placed into your garage. On a paid delivery, our team will place the merchandise where you request. We ask that you have the room ready when the truck arrives, and you will be asked to sign that the items were received in good condition. Unfortunately, insurance restrictions will not allow delivery personnel to handle or move customer's property other than what is being removed and replaced or delivered.

Our deliveries are scheduled by location and routed in the most efficient pattern. You will be called by the Delivery Department one day prior and given a date and an estimated time (within a specified four hour period). It is very important that you be at home when our drivers arrive. If you are not home when our drivers arrive, an additional delivery charge, equal to the original delivery fee, will be charged.

What if I want to pick up my purchase myself?

PICK UP SERVICE – CALL MAIN STORE AT 238-3000 WITH DATE & TIME

If you wish to maximize savings by picking up your purchase, a few helpful hints are in order:

PLEASE CALL IN ADVANCE

Our employees carefully inspect boxes and items and prepare all merchandise (except AS-IS items) before it leaves Direct Appliance. Therefore, to minimize your wait, please call in advance at least 24 hours before merchandise pick-up.

PLEASE NOTE THE WAREHOUSE HOURS

No merchandise will be picked up at any time other than these hours.

Tuesday through Saturday. 8:30 a.m. to 4:30 p.m. Closed 12-1 for lunch.

PLEASE INSPECT YOUR MERCHANDISE BEFORE REMOVING IT FROM OUR DOCK.

PLEASE BRING ADEQUATE ROPES, BLANKETS AND PLASTIC (in case of rain). We will be happy to assist you in the loading of your order, however we cannot tie down nor be responsible for merchandise one it has left our dock in good condition.

Merchandise Ordered for You

You may order merchandise we do not carry or have in warehouse stock. Since this merchandise is ordered or reserved specifically for you, cancellations will only be accepted upon approval of management.

Storage of Units in our Warehouse

As a courtesy to the customer, we will hold paid-in-full orders in our warehouse for a period of 6 months from target date. Target date is defined as the date you tell salesperson you would like them to be available to you (at time of payment and order). Longer holds may be accommodated with timely communication to your salesperson (we understand project set-backs!) at a monthly fee of 1% of total order, but will not exceed 2 years from actual order date.

Return Policy:

Return & Exchange Period

All products that are eligible for return or exchange, and issued a management approval number, are subject to a minimum delivery pick-up fee of \$60. There will be a 25% restocking fee associated with all opened product. Customer will not be responsible for restocking fee if product is unopened. Upon pick-up of refunded/exchanged product inspection is required by Direct Appliance delivery/warehouse team.

- ALL special order products are final sales – no return or exchange
- ALL products will be inspected and signed for on the day of pick up or delivery. Exterior damage and/or product malfunction reported after the acceptance of the inspected product will go through the proper service procedures for repair.

Non-Returnable Items

- Labor, delivery and/or completed installation services
- Delivery accessories (i.e. flex lines, cords, water lines)
- Damaged or abused items
- Items that are used
- Items that are missing accessories
- Final sale special orders
- Clearance product sold “final sale – no return”
- Trim Kits

Returnable Items

- All unopened stocked merchandise (non-special order/final sale) returned within 30 days of order. A management return approval number will be issued and recorded after contacting your salesperson or the main store location.

Refund Policy:

Online Purchases:

Refunds will be credited to the original credit card or PayPal account.

In-Store Purchases:

Refunds will be in the same form as original purchase. If item was paid for by credit or debit card a refund will be made to the same card. If the item was paid for with a check or cash, the amount will be refunded by check within 10 business days from the return date.

Promotional Items:

When an appliance is returned which included a no-charge promotional item and that item is not returned the full retail value of the item will be deducted from the refund. For example; if a customer purchased a range that includes a free vent hood, the total value of the vent hood will be deducted from the refund if the vent hood is not returned with the range.

Out of Box Outlet Items:

Open Box appliances are a great way to save money. Our Outlet location is full of appliances shipped directly to us from the manufacturer that may be perfect or may have a minor scratch or dent. If for any reason you are not satisfied with your “Open Box” purchase at time of delivery, you can get a refund on the product. Since every open box appliances is different, we are only able to offer a refund, and not an exchange.