



# STANDARD DELIVERY PROCESS TIMELINE

**Congratulations on the purchase of your new product from Conn's HomePlus®!**

This flyer outlines in detail our confirmation process and what you can expect from the merchandise delivery teams\*\* once they arrive at your home.

Conn's HomePlus looks forward to providing an excellent delivery experience for both you and your family.

**STEP 1**

**CONFIRM YOUR NEXT DAY DELIVERY BY EMAIL BY 6:30PM**

with only one click!

**STEP 2**

**OR CONFIRM DELIVERY BY TELEPHONE BY 6:30PM**

call from number 844-894-0717.  
(Number may not display)

**TIMEFRAME NOTIFICATION**

You will receive an email, phone call, and text message with your 3 hour window on the evening before delivery (no need to confirm).

**STEP 3**

**STEP 4**

**DAY OF DELIVERY**

You will receive a call from your driver when your delivery is close.



## CONFIRMATION PROCESS

**Delivery Confirmation** – An email confirming your next day delivery will be sent the day before your scheduled delivery, if the email is not confirmed, you will receive phone calls from our automated system. Deliveries **must** be confirmed by **6:30pm** to remain in the schedule, alternatively, please call our Delivery Call Center to reschedule for a different day. (Note: Sales made after 5pm will be confirmed for next day delivery by your Sales Associate).

**Timeframe Notification** – You will receive an email, a phone call and a text message with your three-hour time frame the evening before your delivery. This notification does **not** have to be confirmed but if the timeframe does not work for your schedule, please call our Delivery Call Center to reschedule for a different day (note: we are unable to offer a specific time slot).

## DURING THE DELIVERY

Please ensure there is a clear path for delivery, free of obstacles, and remove all personal belongings from items to be hauled away. Standard delivery\* includes many services specific by product, these are outlined below:

### Washing Machine

- Remove and haul away old unit (1 for 1)
- Install new fill hoses purchased from Conn's HomePlus to existing drain
- Install pedestals purchased from Conn's HomePlus
- Stack laundry set purchased from Conn's HomePlus (stack kits sold separately)
- Level unit
- Test and demo of basic functions

### Dryer (Natural Gas and Electric)

- Gas Dryers incur an additional installation fee
- Remove and haul away old unit (1 for 1)
  - Install pedestals purchased from Conn's HomePlus
  - Install new dryer vent to customers venting system
  - Install new dryer cord purchased from Conn's HomePlus
  - Stack laundry set purchased from Conn's HomePlus (stack kits sold separately)
  - Natural Gas Dryer - Install new flex line purchased from Conn's HomePlus to shut off valve (please note, shut off valve must be directly behind unit)
  - Level unit
  - Test and demo of basic functions

### Basic Range (Natural Gas and Electric)

- Gas Ranges incur an additional installation fee
- Remove and haul away old unit (1 for 1)
  - Install Anti-Tip bracket (required by code)
  - Remove and haul away old unit (1 for 1) for all new ranges
  - Install new range cord purchased from Conn's HomePlus
  - Natural Gas Range - Install new flex line purchased from Conn's HomePlus to shut off valve (please note, shut off valve must be directly behind unit)
  - Level Unit
  - Test and demo of basic functions

### Dishwashers

- Installation must be purchased for the services below:
- Remove and haul away old unit (1 for 1)
  - Install to readily/easily accessible water cut off valve and level new unit
  - Test and demo of basic functions

\* Additional installation charges may apply – please review with your Sales Associate to ensure you have purchased the installation required.

### Refrigerator

- Remove and haul away old unit (1 for 1)
- Install and level new unit
- Connect new braided water line purchased from Conn's HomePlus to cut off valve within sight of refrigerator
- Place shelves
- Purge water through door after connections are made
- Test and demo of basic functions

### Over The Range Microwave

Installation must be purchased for the services below:

- Remove and haul away old unit (1 for 1)
- Install and level new unit
- Test and demo of basic functions

### Television

- Set-up TV in required location
- Install Conn's HomePlus purchased TV stand (additional installation charge applies)
- Haul away old unit (1 for 1) or move old unit within home (does not include reconnection of old unit)
- Test and demo of basic functions

### AC Unit

Installation must be purchased for the services below:

- Remove and haul away old unit (1 for 1)
- Standard, 1st floor window installation
- Test and demo of basic functions
- No in-wall installation

### Furniture Delivery

- Assemble new product per manufacturers specifications
- Remove all shipping material
- Review operation of power units
- Review basic care instructions



**PLEASE NOTE - Due to liability, safety, health, and manufacturer warranty concerns, Conn's HomePlus is unable to perform the following:**

- Install or connect any non-Conn's HomePlus product or accessories
- Install using accessories from your existing appliance
- Install a gas or water appliance without an easily accessible shut off valve
- Install to corroded or damaged lines, valves and outlets
- Install mounts to granite or other non-wood countertops
- Install mounts to backsplashes
- Haul away furniture or mattresses
- Haul away appliance with infestations or spoiled food
- Connect to plastic or Lamiflex dryer venting
- Modify house or property
- Hook up power cord to an ungrounded (2 prong) outlet
- Hook up product involving hardwire
- Program remotes for other equipment
- Hook up surround sound system
- Mount TVs to a wall

\*\* Delivery teams are third-party independent contractors and not Conn's HomePlus employees.

**Thank you for your purchase!**

We appreciate your business and look forward to seeing you again in the future.

## Contact Us

Delivery Call Center: 844-894-0717

Appliance & Electronic Service & Repair: 1-855-266-6349

Furniture & Mattress Service & Repair: 1-800-643-8085

Customer Service: 877-358-1252