Please read this document to ensure a smooth and successful delivery.

General Information

Getting ready for your delivery

- All large item deliveries require a signature from a person of 18 years or older.
- Please ensure the path to your residence is clear, safe, and free of any obstacles, including snow, ice, or areas that are under construction to allow safe access for the delivery team. Please note that for safety reasons delivery teams are not permitted to lift products over obstacles or barriers.
- If you have pets, please isolate them during the delivery.
- Please make sure your old appliance is empty and disconnected from the wall outlet and water connection, if applicable, so your new appliance can be delivered in the respective location. Our delivery team will not disconnect any of your appliances.
- If you purchased and/or opted for an available recycling service, please note it is a one-for-one service. For example, the delivery team will recycle a fridge only if they are delivering a fridge.
- Weather or road conditions may cause unexpected delays. In such cases, customers will be contacted and kept informed of when the delivery team is expected to arrive.
- Our delivery teams will not wear masks. However, if you prefer that they wear a mask at the time of delivery to your home, you can simply ask and they will comply.

During the delivery

- The driver will walk the delivery path to where the unit will be placed to check for any potential obstacles and to identify any pre-existing property damage. We recommend you remove any picture frames or mirrors on walls that drivers may need to walk past.
- Delivery teams are required to wear safety shoes, regardless of outside weather conditions. They will bring cardboard and protective mats, but they may still need to walk on floors and carpets. We recommend removing any area rugs or carpet runners that the team may need to walk over.
- Feel free to observe the delivery team unpacking your new product(s) once they have been unloaded from the truck. Please note that a member of the delivery team will take photos of the product at various stages during the delivery.
- Before the delivery team leaves your home, please take the time to:
- Inspect your new product to ensure it is not damaged.
- Inspect your property along the path the delivery team used to bring the product into your home. Record any damage to the product or your property on the delivery documents.
- Sign all delivery documents presented to you, making sure to note any damage to the product or your property on the delivery documents.

After the delivery

You will receive a brief one-minute survey shortly after the delivery team has left your home. We value and appreciate your feedback and thank you in advance for taking the time to complete the survey.

Additional information about specific products

All Appliances

- Please make sure your old appliance is empty and disconnected from the wall outlet and water connection, if applicable, so your new appliance can be delivered in the respective location. Our delivery team will not disconnect any of your appliances.
- Please ensure you have purchased added services for your delivery, such as laundry stacking or fridge door reversal, for them to be completed during delivery.
- The delivery team will move your old appliance to another room in your house or will take it with them for recycling if recycling service was purchased. If the delivery team needs to remove an appliance door from existing appliance in order to move it through a pathway, they will only do so if the old appliance is to be recycled. Please take note that, due to municipality by-laws, our delivery teams are prohibited from leaving old appliances curbside.
- Cold temperatures may make it difficult to remove the protective blue film on stainless steel appliances. If this occurs, please allow the unit to reach room temperature before removing the film or using the appliance, as it should not be used while still cold.

Refrigerators & Freezers

- The team will place and level your new appliance where requested.
- If needed, the delivery team will remove the fridge door in order to move it through a pathway.
- The delivery team will not disconnect the waterline of your existing appliance, nor will they connect a waterline for your new appliance. If you require water connection installation services, you can purchase it separately from Best Buy online or by calling Best Buy at 1-844-433-5778.

Ranges

- Electric Ranges: Delivery team will place and level your new range where requested, unpack the range, and connect it to an electrical outlet. If the range has an overhanging glass top designed to align with the countertop, the delivery team can only place the unit in front of the intended location in the room of your choice.
- Gas Ranges: Delivery team will unpack the range and place the unit in front of the intended location in the room of your choice.
- Electric or Gas Wall Ovens and Cooktops: Delivery team will place the appliance in the room of your choice, but the item will not be unpacked or installed.

Dishwashers

- The dishwasher will be delivered to a room of choice, but will not be unpacked or installed.

For additional dishwasher range, oven, or cooktop installation services, please contact Best Buy via online chat or by calling 1-844-433-5778.

Washers & Dryers

- We include the necessary hose and venting kit with your washer and dryer order. Please take note that drivers will not install your new washing machine with rubber hoses.The delivery team will not install ceiling venting.
- For stacking installation, the service and new kit must have been purchased before the delivery arrives. The delivery team will not stack new units on an existing stacking kit.

The delivery team will:

- Place and level your new washer and/or dryer where requested.
- Connect the proper aluminum dryer venting kit and only install dryers on compatible pedestals.
- Connect the washer to your existing hot and cold waterlines and drain. The team will connect the new steel braided hoses included with your appliance to your existing hot and cold waterlines as well as the

drain, provided the existing connections appear to be in good condition and safe to use. If the waterlines are visibly deteriorated or at risk of damage, they will not proceed with the connection to avoid potential leaks or breakage.

Televisions

- The delivery team will open the TV box so you can inspect the TV and verify there is no damage. Should you opt to keep it packaged you will be asked to sign a waiver.
- The delivery team will not plug your TV into a power source or turn it on, nor do they provide installation services. If you require installation services, you can purchase it separately online by calling Best Buy at 1-844-433-5778.

Mattresses

- Setup includes unwrapping the new mattress and laying it in place on an existing bed frame/rails.
- Delivery agents will not remove or install headboards or footboards.
- Please note, recycling services are not available for mattresses, and the delivery team will not remove or dispose of your old mattress.

Furniture

- Furniture will be delivered to a room of your choice on the main floor. Please note that the product will not be unboxed, assembled, or set up.

Fitness Equipment

Fitness equipment will be delivered as follows, provided there are no obstacles. If obstacles prevent access, the item will be placed as close as possible to the desired room.

- The equipment will be delivered to a room of your choice on the main floor. If stairs are required to reach the main floor, delivery will be to the base of the stairs only.
- Apartments or condos: If there is an elevator available, the item will be delivered up to your home. If there is no elevator, the item will be delivered to the main floor of the building.
- Specific room delivery: If you booked the add-on service for specific room delivery, the item will be delivered up or down stairs to the room of your choice. Keep in mind, this service is only available in select areas and must have already been booked before the delivery arrives.

Thanks again for shopping at Best Buy. We hope you enjoy your new purchase.