



# FOR BUSINESS

## Customer Instruction Form (Keep for Future Reference)

What do I need to know?

Put Your Order # Here (\_\_\_\_\_)

- ✓ Now that your Energy Audit is complete, the most cost effective measures for your home will be determined. Even though appliances have been included in the recommended measures, **this does not constitute a guarantee that you have been approved for an appliance. If approved** your appliance order will be sent to Best Buy for processing.
- ✓ You will then be contacted by Best Buy to schedule your delivery date and given your **order number** (record your Order # in the space provided above). Please allow 2-4 weeks for delivery.
- ✓ Best Buy will contact you the day before delivery to confirm a 4 hour delivery window to complete your delivery. (Best Buy strives to meet a 4 hour delivery window, however due to circumstances beyond our control we may fall outside of that window.) For order delivery questions **only** please contact **1-866-708-0409 with your order number**.
- ✓ Best Buy will remove the existing appliance(s) and install the new appliance(s).
- ✓ **If your appliance requires service after installation, please call our Customer Care Center at 888-237-8289.** Any issues that you identify with the appliance immediately after the install **may** be repaired free of charge if they are reported within 30 days of delivery.
- ✓ **If you require service after 30 days, you may call our Customer Care Center at 888-237-8289.** Please review the manufactures warranty included with your new appliance to further understand your warranty. A service charge may apply.
- ✓ **The Best Buy Delivery team will require you to sign a "Proof of Delivery" form stating that the new appliances were delivered undamaged and that the existing appliance(s) are being removed and deconstructed.**
- ✓ Customer Initial here X\_\_\_\_\_

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### Customer Responsibilities and Acknowledgment

- ✓ Customer will need to be home during the delivery.
- ✓ Customer will need to empty all appliances prior to delivery.
- ✓ Customer will need to make sure that all appliances are accessible for ease of removal and delivery.
- ✓ Customer will need to sign the "Proof of Delivery" form.
- ✓ You are agreeing to have your old unit replaced with a newer Energy Star rated appliance as the result of an energy audit. As such, once removed, your old unit will be deconstructed and you agree and understand that it cannot be returned.

**NOTE: We are replacing your existing non-energy efficient appliance with an energy efficient appliance. If you do not have the non-energy efficient appliance at the time of delivery, Best Buy will not be able to complete the delivery of your new appliance.**

Customer Signature\_\_\_\_\_ Date\_\_\_\_\_

Appliance Haul-away Information:

Make\_\_\_\_\_ Make\_\_\_\_\_ Make\_\_\_\_\_

Model\_\_\_\_\_ Model\_\_\_\_\_ Model\_\_\_\_\_

Serial #\_\_\_\_\_ Serial #\_\_\_\_\_ Serial #\_\_\_\_\_