

FACTORY DIRECT APPLIANCE

Return Policy

Prior to placing an order:

Factory Direct Appliance has built its 17 year reputation with 100% customer satisfaction. That's how we started and that's why we are continuing to grow.

However, it is **very important** to gain the necessary information prior to placing your order. Please take advantage of a sales professional for all inquiries. We have over 30 trained sales professionals that are willing to assist with any questions you may have.

Some common areas of research include:

- Check the measurements of the product you are interested in, as well as the measurements of the space you have available (both overall product dimensions and cabinet/countertop cutouts).
- Check the available connections (water, electrical, gas supply). Note any special or unique situations which might require additional research. (This includes hard-wiring vs. receptacle power supplies including amperage, proper water/gas shut off valves as well as the correct location for proper installation).
- For appliances possibly requiring a drain, please note the location and availability (i.e. under-counter ice makers, dishwashers, washers). Please check with a sales professional or local plumber if any questions arise.
- For appliances requiring venting (dryers, downdrafts, ventilation hoods) please research the location and size of the vent required. If changes are needed please call a sales professional or general contractor for additional information.

Return Policy:

In the event that you need to return an appliance, you must contact a sales professional. You can cancel any order within 48 hours of placement without a restocking fee. Any orders cancelled after that time period could be subject to a restocking fee of 25%. Please contact a sales professional should you have any questions.

All returns need to have original packing material and must be in new condition. In addition, a restocking fee of 25% applies to all returned appliances. Any product that has been installed **cannot** be returned. Factory Direct Appliance reserves the right to refuse returns.

Damaged Products:

Local Delivery Service*

As part of the **Factory Direct Appliance** delivery service, we will deliver all appliances for one standard shipping fee. Most appliances will be dropped in a garage, however **included** in this service is installation of refrigerators, washers, electric dryers and electric ranges. Any additional materials not on the sales invoice will be subject to a charge (range cords, dryer cords, dryer venting material). Please note that as part of this service, we will use existing electrical and water connections. Any unique installation which requires additional materials not specified will need to be handled by our installation department or general contractor. Please contact a sales professional if you have any questions.

If a refrigerator, washer, electric dryer or electric range is damaged please call a sales professional to remedy the situation within **48 hours** of delivery. In most instances, the Factory Direct Service department can handle small defects. This is usually the most convenient for you and requires minimal time disruption.

If any other product is damaged that has been dropped in the garage (concealed damage), you will have **30 days** from delivery date to report the damage to a sales professional. Please note that even though the box might look intact, it is possible that the product might be damaged.

* For local delivery areas please contact your nearest showroom location. Currently, Factory Direct Appliance has delivery services available in following areas:

- Kansas City Metro area (including St. Joseph)
- Topeka
- Lawrence
- Omaha Metro area
- Des Moines Metro area.