

PLEASE READ CAREFULLY

Thank you for purchasing a Big Chill Appliance –

Your Big Chill appliance will tentatively ship out of the

Boulder Factory:

Pennsylvania Factory:

Your appliance will be sent to you by a contracted shipping company. Once your purchase leaves the Big Chill warehouse, our Customer Service Department will email you with tracking information within 48 hrs. Once at destination, a representative from the shipping company will contact you with 5-7 days to arrange delivery. If you live in a secondary delivery route, delivery times may be longer, and your shipper will inform you at the time of making delivery arrangements. Deliveries are made Monday – Friday during regular business hours.

Curbside Delivery:

A Curbside delivery is typically brought to the first dry area near your home. You are responsible for uncrating/unpacking the appliance and getting it in your house. With a Curbside delivery, grab a tool set and a few of your strongest friends. The shipping weight for the fridge is close to 400 lbs. The shipping weight for the stove is close to 300 lbs.

Upon delivery, the driver will give you a receipt to sign. Please note on the delivery receipt any damage to the exterior of the carton. This is very important should there be any concealed damage to your Big Chill appliance. Sign and date the receipt with “Subject to Inspection.” You will have **48 hours** to report any concealed damages to the Big Chill Office at [1-877-842-3269](tel:1-877-842-3269).

VERY IMPORTANT: Do not sign for your shipment until you have thoroughly inspected the exterior for any damages. BIG CHILL/SHIPPER/DELIVERY CREW ARE NOT RESPONSIBLE FOR ITEMS THAT ARE NOT SIGNED FOR AS DAMAGED UPON ARRIVAL. BIG CHILL cannot honor any claims of damages if damages are not noted on the delivery receipt and CONCEALED DAMAGES ARE NOT REPORTED TO BIG CHILL IN THE ALOTTED TIME FRAME.

Unpacking instructions will be attached to the exterior of the shipment. After unpacking your appliance, carefully inspect it for damage. If damage is noticed, call a Big Chill representative at [1-877-842-3269](tel:1-877-842-3269).

Inside Delivery:

Upon delivery, the driver will have a receipt for you to sign. Before signing, please inspect your Big Chill appliance for any exterior carton damage. If damage is noted, delivery can be refused.

VERY IMPORTANT: Do not sign for your shipment until you have thoroughly inspected (interior and exterior) for any damages. BIG CHILL/SHIPPER/DELIVERY CREW ARE NOT RESPONSIBLE FOR ITEMS THAT ARE NOT SIGNED FOR AS DAMAGED UPON ARRIVAL. BIG CHILL cannot honor any claims of damages if not noted at the time of delivery. If your Big Chill appliance is in good condition, the shipping company will place it in the kitchen.

Please note: Inside delivery does not include removal of old refrigerators, water line connections, removal of the Big Chill fridge doors, up or down a flight of stairs, or other circumstances that exceed a standard inside delivery - these are additional services and will be billed at an additional cost.

Remote Delivery Fees May Apply - Big Chill will contact you the week of your ship out if additional remote fees apply. If you suspect your delivery address is in a secondary or remote location, feel free to call Big Chill earlier to check on your delivery address, this may avoid delay and excessive charges at the time of delivery.

WARRANTY:

Our Big Chill fridges, stoves, hoods, wall ovens and microwaves have a one year warranty on parts and labor. Our Dishwasher warranty is one year on parts and labor, limited lifetime warranty on the stainless steel tub and inner door.

Cancellation Policy:

If you have placed your order, but we haven't built your appliance, the cancellation fee of \$250.00 will apply. If we have already built your appliance, but it hasn't shipped, a restocking fee of 25% will apply. Your product is NON REFUNDABLE after your appliance leaves our warehouse.

For more information please contact a representative of Big Chill at: [1-877-842-3269](tel:1-877-842-3269).