

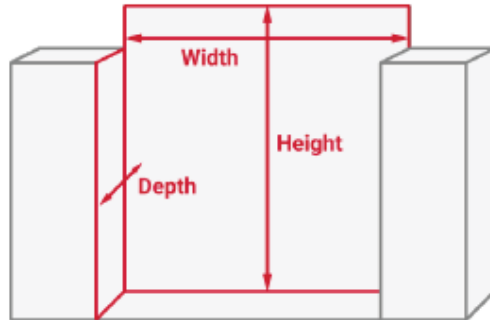
Delivery Guidelines

Before delivery:

- An adult, 18 years or older, must be present at delivery.
- If you don't have an elevator, verify 3 flights or less of stairs to get to location.
- Remove your belongings from appliances to be hauled away.
- The delivery agent will need clear access for their vehicle, near your front door to safely park and unload.
- The delivery team needs an unobstructed path with plenty of clearance open between the unloading area and preferred delivery location, including doorways into and within the house.
- Double check the dimensions, Measure the height, width and depth of the empty space your appliance is going into. Make sure to account for your existing countertops and cabinets.
 - All product dimensions are on Samsung.com.

If you have any questions about the product or need a report:

Please contact Samsung at **1.833.236.0165** and request your claim number.



For your safety, the delivery team cannot:

- Delivery teams cannot remove their shoes. The delivery crew has to keep their boots on during the process for their own safety.
- Lift or hoist appliances over objects or through windows to complete a delivery.
- The delivery teams cannot remove doors off their hinges or otherwise alter your property, to complete the delivery.
- The delivery team also cannot relocate or reconnect existing appliances to home utilities.
- Work with or touch exposed wires, rusted or corroded shut off valves and copper valves.
- Convert gas or propane lines.
- Uninstall or relocate built-in appliances. Will haul away, only if uninstalled prior to delivery.
- Update home to local Code. If the connection points are not up to date to local code, the customer will need to hire a licensed plumber or electrician to bring the home up to code.
- Modify existing cabinets or HVAC equipment.

Upon arrival, expect the below for the duration of the visit:

- Firstly, the delivery team will walk the path to confirm it's safe, clear, and has plenty of clearance.
- They'll survey and document any existing property damage or concerns along the moving path.
- They'll inspect any affected plumbing or electrical systems to make sure they're in working order, and advise you to increase ventilation, remove other appliances from the grid, or otherwise get the area ready for the new appliance.
- Once the old appliance is gone (if applicable), they'll move in your new appliance, unpack it, inspect it, install it, and otherwise prepare it for service.
- They'll make some final checks to ensure everything is level and in working order, then pick up any packaging materials.
- In some instances, due to local code, the delivery agent may need to schedule a 2nd visit in order to complete the installation.
 - This may be required for the following appliances:
 - Gas Range
 - Gas Dryer
 - Gas & Electric Cooktop
 - Over the Range Microwave
 - Dishwasher
 - The below breakdown demonstrates the levels of 2 Step installs

2 Step/Complex Installations

Service Levels

The delivery team will open and inspect the product prior to leaving your home to ensure the unit is ready for install. The associated Gas Lines, Waterlines and parts will be left in the customer's home when the initial delivery takes place. Below is a breakdown of the delivery team's needed depending on the appliance and local ordinances.

- **Advanced:** Installs/de-installs appliance (*free-standing gas range, gas dryer, gas cooktop over the range microwave*) in the room of choice, following accompanying instructions, including electrical or utility hookups (only where allowed by state and local codes and not requiring special state or local permit or license), component leveling and power-on test.
- **Licensed:** Installs/de-installs appliance (*electric cooktop, range hood, and dishwasher*) in the room of choice, following accompanying instructions, including electrical or utility hookups, component leveling and power-on test. Items are unpacked and the packing debris removed. This service requires advanced product knowledge, state, and local license compliance, and plumbing and electrical licenses and certifications may be required.
- **Standard (Non 2 Step/Complex):** Installs/de-installs appliance (*refrigerator, free-standing electric range, washer, electric dryer*)

Scheduling

- If the delivery agent does not have a carrier team Licensed and/or trained to complete an install, then the customer will be advised by the delivery team that this delivery and install will take place in (2) Steps. The delivery will take place as scheduled and the customer will be contacted by the delivery agent within 24 – 72 hrs. after initial delivery to schedule an install with a 3rd party vendor.
 - In the event a service requires state & local license compliance and the delivery agent does not have a licensed contractor for that area, the customer will have to make arrangements with a 3rd party licensed contractor and advise once done to schedule and complete the installation.
 - This will be communicated to the customer by the delivery agent within 24 – 72 hrs after initial delivery.
- Once the install is completed. The 3rd Party will need to send the hub pictures of the completed install on the same day of completion.
 - Any issues that arise during the install will be reported by the delivery team to dispatch in real time and the customer can contact Samsung at 1.833.236.0165.
 - Concealed Damage
 - Missing Parts
 - Site Not Ready
 - Wrong Product

Out of Scope Requests

- Cutting Tile
- Drilling into Backsplash
- Cutting Cabinetry
- Garbage Disposal Install
- Installing new Electrical Outlets
- Updating home to current Building Code

Return/Replacement Policy

- Return/Replace: Damage, Defect & Remorse within 15 days of Delivery

Cancellation Policy

- Orders may be cancelled only if cancellation request is received prior to departing the Samsung Warehouse to ship to delivery agent.

Microwave Delivery Checklist



Is your home ready for your new microwave?

The checklist below will help you make sure your home is prepared for your new microwave and will ensure a smooth delivery and installation.



The delivery team will:

- Disconnect electrical service, range hood and duct.
- Check for a grounded receptacle and test for proper grounding.
- Mount, center and secure support brackets to specifications. Check, rotate and connect exhaust fan and seal to existing duct.
- Securely install all accessories and plug in appliance. Test that all functions are working properly.



Please prepare the installation location:

- If you are planning to **exhaust the microwave to the outside**, there must be an existing exhaust duct located in the cabinet above the installation location. The exhaust duct size must match the vent size of the new microwave.

***Delivery teams are not able to modify cabinets, install new ventilation ducts or modify any existing ventilation ducts.**



Finishing up:

The delivery team will check functionality.

- Find the Owner's Manual, and familiarize yourself with it.
- If you need your old microwave hauled away, the delivery team will haul away one used microwave. Note: if the item is built-in, the delivery team will only haul it away if it has been uninstalled prior to delivery.