



Return Trip Fee Policy for Builder & Contractor Installations

Purpose

To establish clear expectations for jobsite readiness before appliance delivery and installation, and to outline fees associated with return trips caused by incomplete or unready job conditions.

Scope

This policy applies to all builders, contractors, and homeowners scheduling appliance delivery and installation through our Commercial Sales team.

1. Jobsite Readiness Requirements

To ensure successful delivery and installation, the jobsite must be fully ready when our team arrives. A jobsite is considered *ready* when all the following conditions are met:

1.1 Clear Access

- A safe, unobstructed path must be available into the home or building.
- Openings must be free of debris as well as paper or cardboard protection on the floor where the appliances will be placed.

1.2 Utilities

- All required utilities must be present, operational, and ready for connection.
- A functional shut-off valve and electrical outlet must be located in the same room as the appliance, within 6 feet of the installation location.

1.3 LP Conversion Notification

- If any appliance requires LP (liquid propane) conversion, we must be notified in advance of the scheduled delivery.
- LP conversions incur an additional \$100 per appliance.

2. Return Trip Fees

If our team arrives and the jobsite is not ready for installation, a return trip fee will be charged.

2.1 Fee Structure

- Return trip fees range from \$100 to \$300, based on the distance from our Distribution Center.
- These fees are in addition to any previously charged delivery or installation fees.

2.2 Multiple Return Trips

If the builder/contractor/homeowner calls for appliances to be delivered or installed but the site is still not ready, each additional trip will incur another \$100–\$300 fee, also based on distance and charged per trip.

3. Verification of Readiness

To avoid delays and unnecessary charges, we may request photos of the jobsite before scheduling or dispatching delivery and installation crews.

- Builders, contractors, and homeowners are expected to cooperate by providing clear and timely photos to our Commercial Sales team for verification.

4. Acknowledgment

Scheduling delivery or installation constitutes acknowledgment and acceptance of this Return Trip Fee Policy.