



Installation Preparedness Guide

Thank you for choosing Atherton Appliance & Kitchens/BSC Culinary for the purchase and installation of your appliances. We want the installation process to be smooth and efficient, and by following the below guidelines, you will be helping us complete a successful installation in a timely manner for you.

- 1.) Electrical and Gas Lines - These need to be pre-installed according to the manufacturer's specifications and run to the location of the appliance ahead of time.
- 2.) Countertops - We do not make exposed cuts to countertops. Countertops should be pre-cut according to the manufacturer's specifications.
- 3.) Cabinets - If there is a cabinet that needs to be adjusted, in most situations we can do this. Please notify us ahead of time and we will schedule a pre-site inspection before the installation date.
- 4.) Access into your home - If you have any unique access issues into your home, please let us know ahead of time. These include a very steep driveway, tight staircase or stairs with many turns, narrow doorways or passageways, including a new driveway which is under construction. We will need to come out to make sure we can get your appliances into your home.
- 5.) Floor Coverage - As much as possible, we will cover the flooring we are traveling over to get the appliances into your kitchen. We care for the quality of your home, and certainly would never want to cause any damage. Please note however, there are situations in which it is dangerous to cover the floors due to slippage. An example of this would be carpeted stairs as they become very slippery when covered. The installer will make this determination at the site.
- 6.) Haul Away - We do offer a haul away service of your old appliances. If you are in need of this service, please notify your salesperson at the time of ordering. Appliances can gather a lot of grease, dirt, and grime over time. We ask that you please pull them out and clean any major build up prior to the haul away. This is to prevent your flooring, passageways, or any other part of your home getting dirty while we transport the old appliance out of the home. We can not be held liable for damage resulting from any dirt, grease or other substance coming from old appliances.
- 7.) Rescheduling - If for any reason the site is not ready for install the day that we arrive to do the job, we may not be able to reschedule for several days due to the nature of our installation schedule. This is why it is important that the site be ready as to not cause any unexpected delays. If a site is not ready for installation when we arrive to do the job, and we have to reload the appliances to make a second trip, additional fees will be assessed.

8.) Pre-Site Inspections - We are always happy to come out and evaluate the site prior to the installation date. If for any reason you feel there is something related to delivery/ installation that we should look at ahead of time, please request that your salesperson set up a Pre-Site Inspection at least one week in advance of the installation date.

Client Signature: _____ Date: _____

Invoice Number & Salesperson: _____