

## Delivery Time Windows

We understand that all customers have jobs and personal obligations, which is why we are committed to giving you a 2-3 hour time window for your delivery. Never should you have to wait around all day for a delivery, as with much of our competition. Please understand that we must route the truck geographically, so any special delivery time requests will be taken very seriously but can never be guaranteed. Your time window will be set the evening before and you will receive it through a phone call from our Phoenixville branch. If you have not received your time window by 7:30 pm, please call 610-933-2900 (Option 1 for Sales then Option 1 for Retail Sales) and check with a Sales Associate.

## Directions and Cross Streets

Your salesperson is responsible for asking all the necessary details to get your new appliances to your home, however if they forget to ask for the **nearest cross street** please call and let them know. GPS and online maps are not always accurate, so the nearest cross street and any directions or details that you feel will help them are greatly appreciated and necessary for our drivers (i.e. low bridges, unmarked roads, landmarks, etc.).

**Refrigerators** – Refrigerator water lines can only be connected to copper tubing (no charge for install) or via poly line to a shut-off valve behind the refrigerator (small fee for materials). The installers can run a new water line with copper tubing for \$69.95.

## Inclement Weather

Please understand that our hard-working delivery crew cannot control inclement weather and traffic conditions. If emergencies arise you will be notified and rescheduling arrangements will be made to the best of our abilities. Completing all of our deliveries is a commitment we always keep, and we never intend to inconvenience any of our customers.

## Scratch & Dent Appliances

Since Scratch & Dent appliances have pre-existing damage, please make sure to fill out a damage detail form with your salesperson. Our drivers take great pride in protecting your purchases, one of the main reasons we do not subcontract our delivery team.

## Removals

Removals of old appliances are \$15 for each piece or can be taken outside for your bulk trash pickup at no charge.



Phoenixville Showroom  
729 Pike Springs Road  
Phoenixville, Pa 19460  
610-933-2900

Frazer Outlet  
446 Lancaster Avenue  
Frazer, Pa 19355  
610-647-1064

King of Prussia Outlet  
139 E. DeKalb Pike  
King of Prussia, Pa 19406  
610-265-9493

## Queen's Premium Delivery Service

While most of our competitors sub-contract their delivery services, we take pride in quality control and protection of your appliances and property. Not only can we better accommodate specific customer needs, but we guarantee professionalism throughout each of our deliveries and patience with all of our customers.

## Measure Dimensions

Queen will always take responsibility for mistakes that we make; however taking proper measurements at home is the responsibility of the customer. **Do not forget to measure** doorways, any space that the appliance must travel through to get to its destination, as well as the final installation place. We can provide cut sheets and detailed specs for all of our appliances, so check with your sales- person. Unfortunately, if returns happen due to a customer's negligence to measure properly, we must charge a **20% restocking fee** to cover our costs and re-sell an unboxed piece. If desired, our drivers can come out to measure ahead of time for a small fee. Please note: We do not remove door molding or cut any cabinetry.

## Standard Installations

If our delivery team deems any installation as 'non-standard' they will require your approval and signature before proceeding. In addition, an additional fee may be charged depending on the nature of the situation to compensate for additional time spent and materials used, similar to working with any other contractor. 'Non-standard' installations include, but are not limited to, the following scenarios...

**Dishwashers** – Flooring that is raised or built on top of a pre-existing floor makes dishwasher installations very difficult. Cutting off legs of the old dishwasher may be required for removal, but will only be performed with your authorization and signature. There is no guarantee that your dishwasher can be installed if your floor is raised too high, so please discuss this possibility with your salesperson so you can purchase a dishwasher that has more flexibility for your particular installation needs. If a dishwasher installation is beyond the scope of our trained professionals, we might insist on refunding your delivery fee and leaving the project for your own contractor. As a conscientious delivery crew, we always choose to error on the side of protecting your property and avoiding a sloppy installation.

## The Royal Treatment



If any of our delivery or installation services do not meet your expectations, please let us know. As a family operated business that depends on our reputation, we take customer satisfaction very seriously.

**Gas Ranges and Dryers** – Gas valves must be located in the appropriate position behind the appliance, as we cannot reposition or manipulate any gas line. We will not touch gas valves on the outside of the house and be responsible for restarting your pilot lights.

**Electric Ranges and Dryers** – Hardwiring ranges and dryers does not meet the required regulations. We come prepared with 3 prong (**\$19.95**) and 4 prong receptacles (**\$29.95**) which must be installed and will hang loose, but safely, behind the unit. This nominal fee is significantly less than hiring an electrician, so please cooperate with our installers who insist on following local code. Look behind your appliance... If there is a 220v outlet, there will be no additional charges. **New cords must always be purchased** (3 Prong - \$12.95, 4 Prong - \$16.95), even with a receptacle installation, as we never take the risk of using an old and possibly frayed cord.

**Washing Machines** – Old fill hoses can leak or burst. Queen insists on protecting your property by using **only new hoses** for every one of our washer installations. Some machines come with new rubber hoses, while many do not, so be prepared to purchase new rubber or stainless steel ones for a small fee. If you insist on using your old hoses, that is not a problem, however we will only put the unit in place and you must sign and indicate that you will be hooking up the hoses yourself. **5 foot fill hoses are always used**, which is longer than the standard 4 foot; however some tight spaces require longer fill hoses and **drain hose extensions** for a small fee (i.e. laundry centers).