



Return Policy

We are committed to your satisfaction. Our sales associates are available to help you select the right product for your needs and application. We encourage you to take advantage of our expertise before making your purchase. If a return is necessary, your sales associate can help facilitate the return. To start the return process, call us or email your sales associate. Policies and procedures for obtaining a return authorization vary based on the reason for return. See below for more information.

Defective Products:

Most of our products include a one-year parts and labor warranty that starts the day your items are delivered. See your product literature or speak with your sales associate for details. If your product is defective upon arrival, please notify us of the problem within 48 hours of receiving the goods. NOTE: A service call may be needed to diagnose the problem.

Damaged Products:

All of our deliveries and installations are 100% insured. Product(s) damaged during delivery or installation will be repaired at no cost to the customer. If the damage is not repairable, the product will be replaced. Upon delivery, please inspect your product for damage. If the product is damaged, you have the right to refuse the delivery. We will contact you to schedule another delivery. For more information, please speak with your sales associate.

The Product Does Not Meet Your Needs:

If you are not satisfied with your purchase, you will need to contact the store regarding any cancellation or return. Delivered products in use are not returnable. Any returned products must be free of any cosmetic damage. Products that do not meet these requirements may not be eligible for return or may incur a 25% restocking fee. Any built-in product that has been installed or attempted to be installed cannot be returned. Delivery, installation, and/or old appliance removal fees are non-refundable. Customers are responsible for additional delivery and removal fees incurred when returning a product.

Special order merchandise may be subject to a 25% restocking fee — even if not yet delivered — and will not be eligible for return if delivered and out of the box.

The customer agrees to the terms and conditions published above when they place a completed order with our company. In addition, the customer authorizes their credit card company to abide by these terms.

We reserve the right to cancel orders at any time.