

8 Questions to Ask When Buying Appliances



Get answers to these
common questions
before you buy

YALE
APPLIANCE + LIGHTING

About This Guide

If you're considering a new appliance purchase and want to inform yourself to make a smart decision before you buy then this guide is for you.

We've narrowed down the most commonly asked questions we hear to 8 topics and offer questions you need to ask a sales rep before you buy as well as links to more in-depth resources for each topic.

Delivery

Delivery is one of the most important parts of your appliance buying experience and is a major differentiator amongst retailers. It's important you know who is delivering the products to you and if they are being dropped at the curb or brought straight into your home.

Also, a reputable company will perform background checks and random drug testing to ensure only professional delivery people are entering your home. This is really important, because you want to know who is in your home.

Questions to Ask

- Who's delivering the products? Is the delivery team employed by the store or 3rd party?
- Is the delivery to the curb or inside the home?
- Is removal of old items included?
- Does delivery include removal of trash boxes?
- Is installation included?
- Is delivery above the first floor a different price?
- What days is delivery offered?
- What is the time window for delivery? We have a 2 hour window with a call before. Cable and phone companies can be most of the day.

Service

In the event that something happens to an appliance you've purchased (and 20% of the time something does) it's crucial to know who is going to do the repair for you.

Most appliance stores have stopped offering service altogether.

Questions to Ask

- Who do you call if/when a problem occurs?
- Does the company have their own service team or tell you to call the manufacturer?
- What's the service history of the brand you are considering?
- Is the customer service team employed by the store or outsourced to a 3rd party?



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The Truth About Appliance Repair

Warranty

If you want to protect yourself against service issues make sure to ask who actually does the repairs if something goes wrong.

It's important to buy a warranty from a business who actually services the products themselves. **Do not buy a warranty from a third party provider** because they have no actual service. They are just pushing paper. Same with free 10-year component warranties.

Questions to Ask

- Does the company offer a warranty program?
- Who services the products if a problem occurs under the manufacturers warranty?
- Who services the products if a problem occurs after the manufacturers warranty expires?
- What coverage does the extended warranty provide?



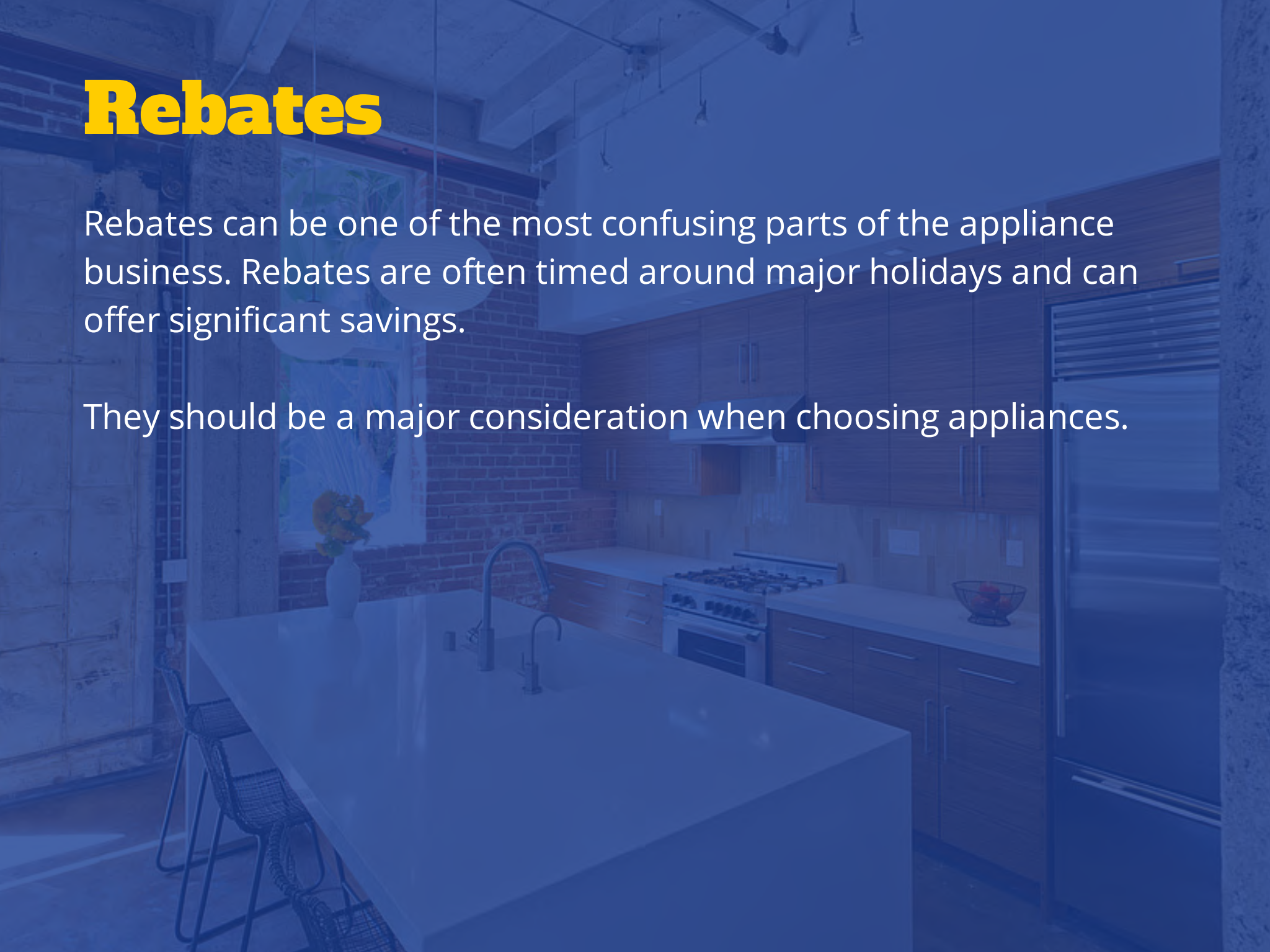
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Are Appliance Extended Warranties Worth It?

Rebates

Rebates can be one of the most confusing parts of the appliance business. Rebates are often timed around major holidays and can offer significant savings.

They should be a major consideration when choosing appliances.



Questions to Ask

- What's the difference between mail-in and instant rebates?
- Will your salesperson guide you through the rebate forms?
- What are the best times of year to buy?



Kitchen Packages

There are major benefits to buying a package of appliances from the same brand.

First, the look of stainless steel grain and handles will be similar.

Also, brands will offer higher rebates as you buy more products at the same time. The savings can be significant.



Questions to Ask

- What are the current kitchen package promotions available?
- Do any kitchen package promotions offer free products?
- Do brands with similar products have different rebate programs?
- If I buy products from different brands will the style be different?



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The Best Stainless Steel Kitchen Packages Right Now

Kitchen Layout

When you're starting to consider a new kitchen it's important to consider what type of cooking appliances you prefer first.

This will affect the layout of your kitchen and which rebates and packages are available to you. It's important to remember that appliances are built to fit in common cabinet widths as well.



Questions to Ask

- I've already chosen my cabinets, what products will fit the design?
- I haven't chosen my cabinets yet, would I prefer a range OR wall oven and cooktop layout?
- I'm investing in custom cabinetry, which products can I integrate into the design?
- My kitchen features an island, what venting options can I use?

Refrigerators

Among all product categories, refrigeration perhaps has the most options.

Between style (top-mount, bottom-mount, French door, Side-by-side, columns) and depth (standard, counter depth, professional, integrated) there are lots of choices to make.

It's important to ask the right questions before you take delivery.

Questions to Ask

- What's the difference between standard depth, counter depth and built-in refrigeration?
- Which refrigerators can be hidden with cabinet panels?
- What's the difference between regular and clear ice makers?



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Refrigerator Buying Guide

Laundry

There have been lots of advances in laundry over the years and many customers have lots of questions.

Front load washers offer many benefits over old top load machines and it's important to learn the differences before you buy.



Questions to Ask

- What's the difference between a front load, hybrid top load and top load washer?
- What are the benefits of a front load washer?
- Can I reverse the washer and dryer doors?
- Always double check if you need a gas or electric dryer



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Washer Buying Guide

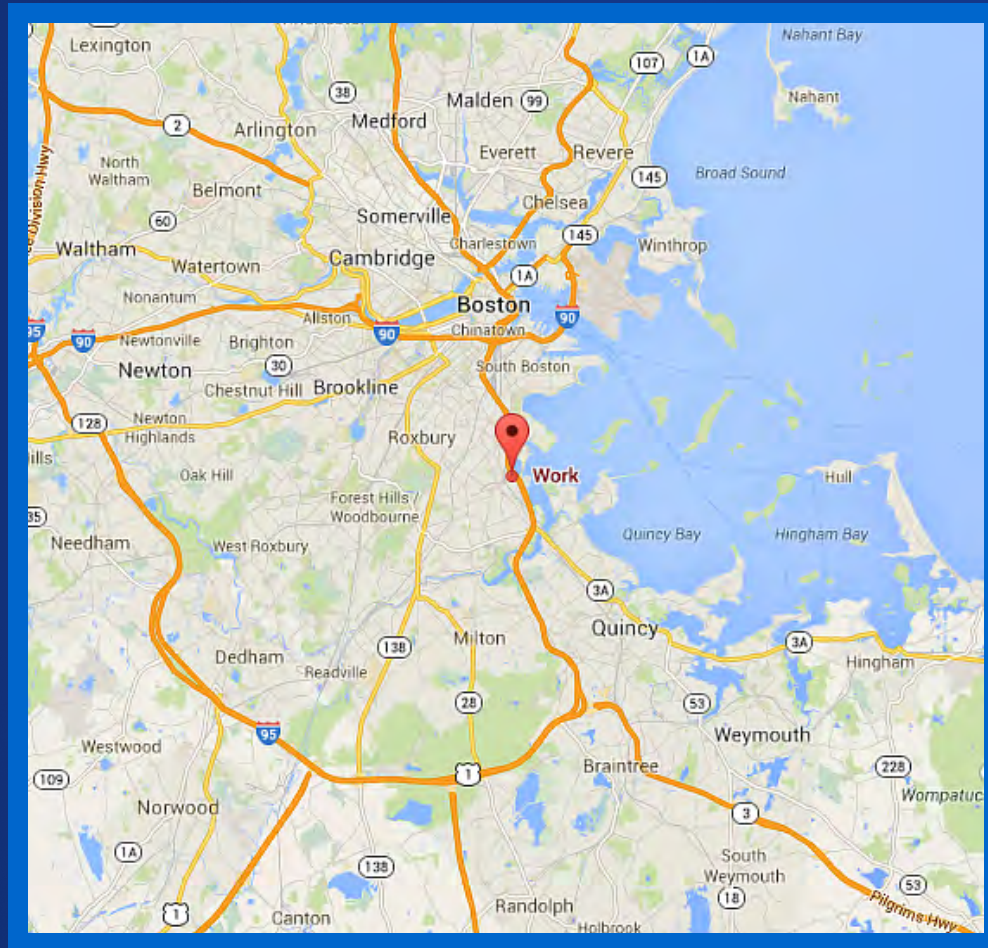
About Us

We have been in business in Boston for over 90 years and are committed to offering the best service possible for our customers.

We have been awarded Best of Boston, Best of Yelp and Best of Angie's List.

In 2014, we were awarded Lighting Showroom of the Year in North America by Residential Lighting Magazine.

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