

# Delivery Checklist

Be prepared before delivery day. This checklist helps you avoid delays, damage, or last-minute surprises.

**YALE**  
APPLIANCE

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# Overview

This guide explains what to expect from premium appliance deliveries, often called “white-glove,” “gold,” or “titanium” services, so you know what to request from any appliance dealer.

A true white-glove delivery typically includes unpacking, uncrating, removing old appliances, and installing the new ones.

However, delivery standards vary, and many negative reviews come from unmet expectations.

Because some services go beyond the standard, be sure to get any promised extras in writing to avoid surprises.







# Delivery Checklist

Use this list to compare services from your appliance dealer before you make your purchase





Service Description	Store 1	Store 2	Store 3
Estimated cost of a 4-Piece Kitchen delivery including removal and set up			
Pre-Delivery Site Check: To determine if products will fit			
Delivery Window: how many hours			
Delivery call ahead?			
Day of Delivery Tracking?			
Delivery includes stairs and multiple floors			
Removal of existing appliances			
Hooking up cords for stove, electric dryer, dishwasher, disposer			
Removal of all packaging and boxes?			
Floor protection for heavy items?			
Leak detection for appliances using water?			
Video/photos of product and premises upon delivery and completion?			
CORI certified and drug screened personnel?			
Delivery of 2+ Products			





# Learning Center

Start here to find answers about all appliance products with our videos, articles, and buying guides.

Over 1 million people have already found answers in a Yale guide.



[Visit the  
Learning Center](#)





# Make Sure to Ask

Make sure to ask about these services and processes before you make an appliance purchase.





# Pre-Delivery Site Check

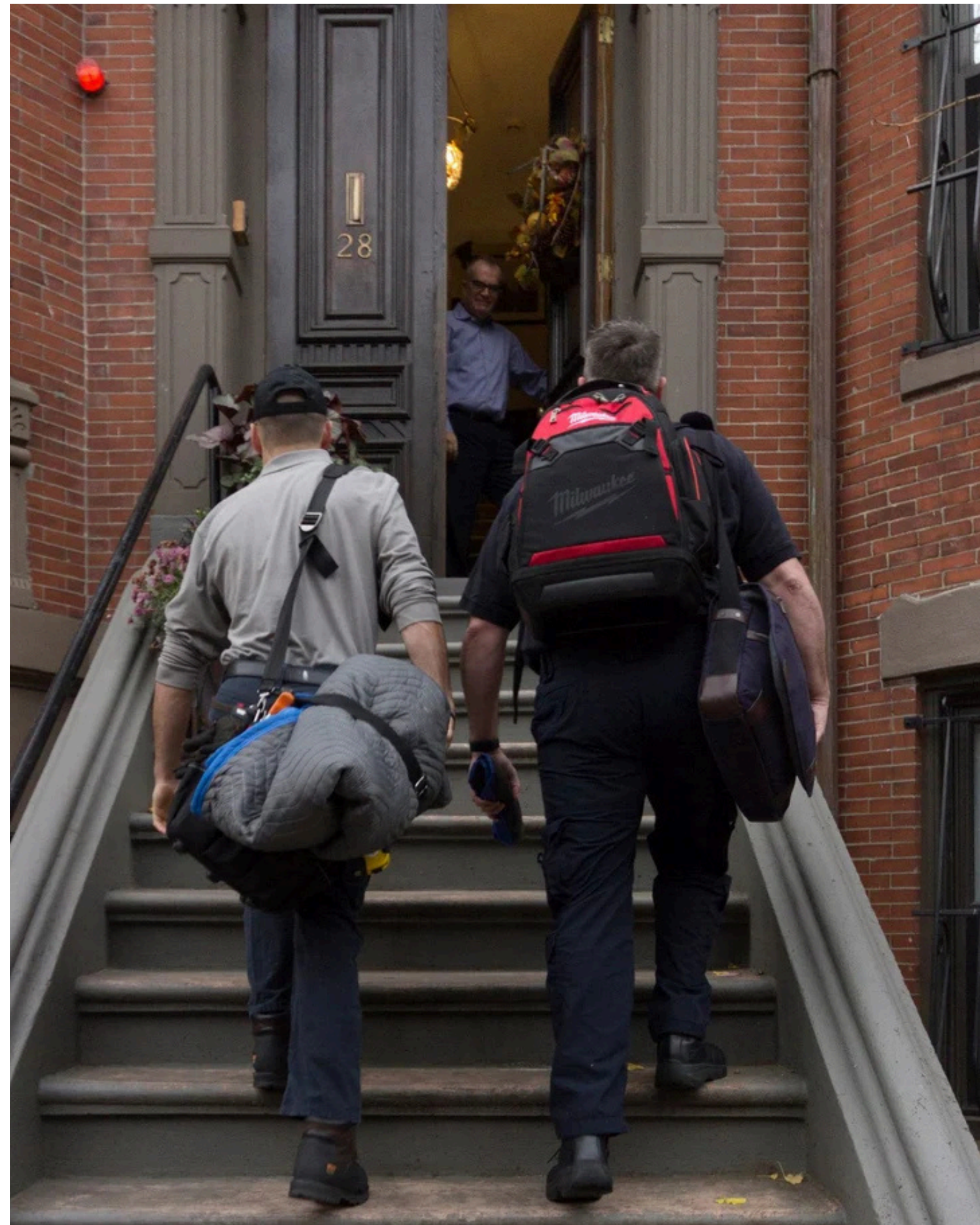
Boston can be a challenging place for deliveries, especially with brownstones and buildings that have four or five floors and no elevators.

If you think your delivery might be difficult, we offer a free site check and measurement to make sure the product will fit.

In Boston, you need to consider both the stairs leading into your home and where the appliance will be placed.

Often, a product looks like it will fit based on the spec sheet, but stairwell turns can prevent items like refrigerators, larger stoves, and laundry units from making it inside.

A site check will let you know for sure.





# Stairs / Multiple Floors

Make sure your delivery includes coverage for stairs. Many companies only handle one flight or up to nine steps.

In Boston, stair deliveries are often unavoidable.

Brownstones can have five or six staircases before you even reach the door.

Yale's delivery includes stairs up to the second floor at no extra charge.





# Delivery Time & Call-Ahead

The first part of any delivery is notification. You shouldn't have to wait around all day or even half a day.

As a benchmark, Yale provides a two-hour delivery window and an automatic call on the day of delivery once the previous stop is complete.

For white-glove service, you should expect a similar, narrow window so you don't waste your day.

You can also track your Yale delivery truck online when it's within 30 minutes of arriving at your home.





# Removal of Existing Appliances

For every new appliance we deliver, we'll remove one old, disconnected appliance at no extra charge - unless you purchase our installation services, which already include removal.

Many other delivery companies don't offer removal or will leave the appliance at the curb.

The problem is that many towns no longer accept old appliances, or they may charge a fee to remove them.

Left unattended, these appliances can also become safety hazards or result in fines.

Any delivery should include a plan for removal, since old appliances can be difficult to manage.





# Installation

You should expect basic installation for many items like washers, electric dryers, refrigerators, and electric stoves, since these are easy for a skilled delivery person to set up.

Professional installation is recommended for appliances such as dishwashers, gas ranges, gas dryers, and pro-style refrigeration.

Be sure to plan ahead. Yale offers installation services or can connect you with a licensed plumber.

Most white-glove services can handle more complex installations, but make sure you receive a clear quote and a scheduled date beforehand.

Always read reviews not just for delivery, but also for the quality of their installation services.





# Removal of Product Packaging

Even a single dishwasher comes with a large amount of packaging, including pallets, boxes, Styrofoam, and other materials.

Make sure the delivery team removes all of it from your property.

Our team takes away all product packaging and boxes as part of the service.





# Floor Protection

This may seem like a small detail, but heavier items can leave dents in your floor if left in place for just a few hours.

We place heavier appliances on Masonite to prevent any damage to your flooring.

This is especially important with professional refrigerators or pro-style ranges.

If a heavy appliance will sit for more than a couple of hours, you should always place protective material underneath.





# Leak Detection Paper

Boston is an old city with aging pipes. We place leak detection pads under dishwashers and refrigerators so any leaks can be caught right away.

Water can cause serious damage in a home, and we want to help prevent that.

When you're buying any appliance that uses water—such as a dishwasher, washing machine, or refrigerator with an ice maker—be especially cautious during the first 72 hours after installation.

Water damage can be extremely costly, so it's important to catch any issues early.

Keep a close eye on all water-connected appliances during the first few days.





# Video Protection

Read this carefully: You must inspect that everything is in good order before you sign off on delivery.

You will read horror stories on the internet of people signing for good products only to find the appliance was damaged when they actually opened it.

We document each appliance with photos and video, saving them to your Yale file for quality assurance.

Otherwise, you should take a video before and after the delivery to ensure the product is in good condition.





# Background Checks

This is incredibly important because you are inviting people into your home, and you want to be sure they are trustworthy.

Yale conducts background checks on every driver, service technician, and installer using the following:

- Criminal Offender Record Information (CORI)
- Random drug screening

We believe in sending good people into your home. You should expect the same level of service from any appliance store.

Always ask how your appliance retailer selects and screens their delivery and installation team.





# Prepare For a Delivery

- Get everything in writing, including all charges.
- Make sure you understand whether the company charges extra for in-home delivery, removal of old appliances, basic installation, or packaging cleanup.
- Inspect your property for any damage before and after delivery.
- Match the model numbers on your receipt to the serial tags on the appliances.
- Be present during delivery to ensure no damage occurs to your appliances or your home.



# How to Protect Yourself

You may think appliances will be an easy purchase.

Unfortunately, with delivery, installation, damage, and the increasing amount of service, it can be a stressful ordeal.

Read the articles below to protect yourself and make the best buying decisions.

Remember, you have the most leverage before you buy anything.



Why Doesn't Every  
Brand Offer Service





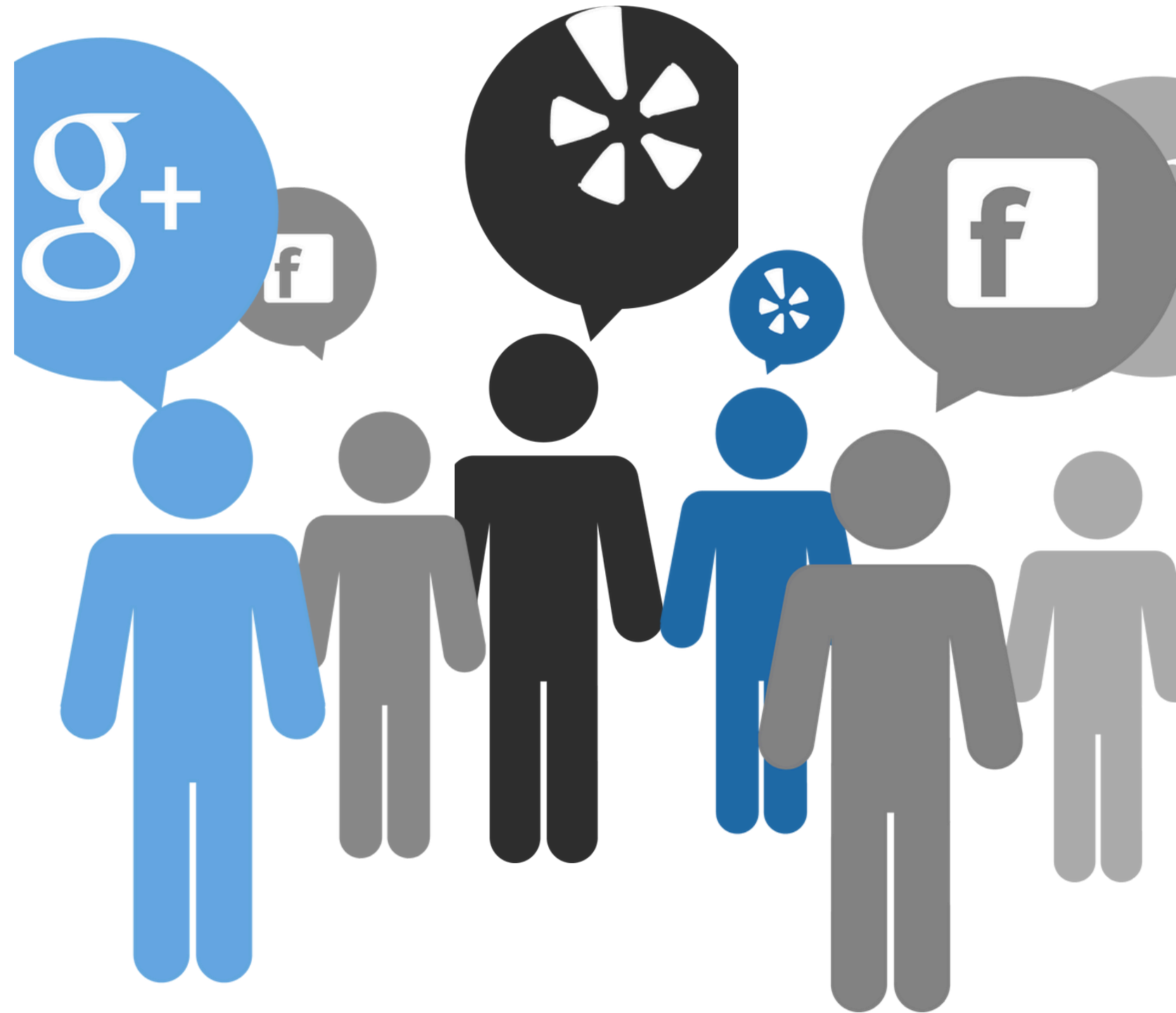
# Wisdom of Crowds

Buy where you're comfortable.

There are tons of stores and products, but a limited number of consumers.

Check review sites like Yelp, CitySearch, Google and the Better Business Bureau before you purchase.

Remember, any store can sell an appliance; the biggest issues are shipping and service.

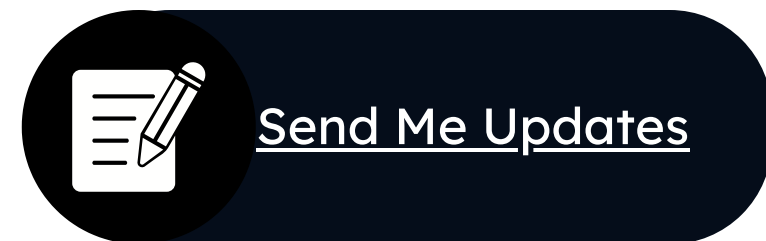


# Want to Learn More?

Want more tips, tricks, reliability statistics, and information about kitchen appliances sent directly to your inbox? Sign up below.

We do not sell your email to anyone for any reason – ever.

We don't spam or promote. Over 100,000 people have found value in Yale Appliance emails.







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# About Us

Yale Appliance has been serving the Boston area for over 100 years and operates six showrooms: in Boston, Framingham, Hanover, Hyannis, Nantucket, and Norton.

We have the largest independent service and repair department in New England, staffed with over 40 people.

Our sales team has an average of 10 years of experience, and our staff chef offers cooking demonstrations to help you make the most of your new appliances

# Visit Our Stores

Schedule a showroom visit to meet with our team and discuss your appliance project.

Choose a time that works for your schedule.



[Schedule a showroom appointment](#)





# Contact Us

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**Norton**  
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**Nantucket**  
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