

# APPLIANCE DELIVERY CHECKLIST

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What you should expect from a white glove appliance delivery and why it's important to check first, rather than find out later

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Delivery Checklist  
**Overview**



In this guide we will tell you what to expect from a “white-glove,” “gold,” or “titanium” delivery. At the end, you will know what to ask from your local, national, or box store appliance dealer.

A white glove appliance delivery should include unpacking, uncrating, removing the existing appliances, and setting up the new unit.

Delivery varies greatly in the appliance business. Judging by reading reviews nationally, you may think you are receiving one type of service but the reality could be very different. **Delivery is one of the biggest causes for your dissatisfaction. You need to be prepared.**

Many of the elements included here are most likely considered above and beyond from how dealers actually deliver. So if a salesperson/manager agrees, **you must ask for any concessions in writing to protect yourself.**

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## Delivery checklist

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



## Topics to ask about

Make sure to understand and ask about these services and processes before you buy

# About Yale

A little about us






# DELIVERY CHECKLIST

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

Yale Appliance + Lighting in Dorchester, MA

The right side of the image shows the interior of a Yale Appliance + Lighting store. A prominent feature is a curved, illuminated counter with the word 'YALE' in large, white, sans-serif capital letters. The counter is lit from below, creating a warm glow. In the background, there is a modern kitchen area with stainless steel appliances, including a refrigerator and a range hood. A man in a white shirt is seated at a desk with a computer monitor. The ceiling is high and features several large, ornate chandeliers with many small lights, and exposed ductwork. The floor is made of light-colored wood.

Yale Appliance  
**Delivery Checklist**  


| Service Description   | Store 1 | Store 2 | Store 3 |
|---|---------|---------|---------|
| Pre-delivery Site Check: To determine if products will fit  |         |         |         |
| Delivery Window: How many hours?  |         |         |         |
| Day of Delivery: Web app to track your delivery within 30-minute window?                              |         |         |         |
| Delivery call ahead   |         |         |         |
| Delivery includes stairs and multiple floors?   |         |         |         |
| Removal of existing appliances  |         |         |         |
| Hooking up cords for stove, electric dryer, dishwasher, disposer                                      |         |         |         |
| Basic Install: Refrigerators, electric ranges, electric dryers  |         |         |         |
| Premium Install: dishwashers, disposers, gas ranges, hoods, integrated and professional refrigerators |         |         |         |
| 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 personnel  |         |         |         |
| Drug screened personnel   |         |         |         |

# RESOURCE CENTER

Start here to find answers about all appliance products with our videos, articles and buying guides. Over 250,000 people have already found answers in a Yale guide.



[Visit the Resource Center](#)



# MAKE SURE TO ASK

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

YALE

Yale Appliance + Lighting in Framingham, MA





# Pre-delivery Site Check



Boston is a tough place for deliveries because of brownstones and 4 and 5-floor walk-ups, for instance. If you think your delivery will have an issue, we will do a free site check and measure to insure the product will fit. In Boston, you have to pay attention to the stairs on the way in as well as where the product ends up.

Many times, when you think a product will fit based on a spec sheet, especially refrigerators, larger stoves, and laundry, it won't go because of a turn on a stairwell. However, with a site check you will know for sure.



# Stairs / Multiple Floors



You want to ensure your delivery includes stairs. Many companies will only do one staircase or 9 stairs. Of course in Boston, you have to deliver upstairs. Brownstones can be 5 or 6 staircases.



# Delivery Time Frame & Call-Ahead

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The first element of a delivery is notification. You do not want to wait a whole or half day. As a benchmark, we have a 2-hour window and will call ahead if requested. For a White Glove delivery, you should expect a similar, narrow window so you do not waste your day.

You can now track your Yale delivery throughout the day for a 30-minute notification.



# Removal of Existing Appliances

All our deliveries include free removal of the existing unit on a 1-for-1 basis. Many other delivery companies do not remove the unit or will leave it curbside. The problem is many towns will not take old appliances anymore, or the town will charge you to remove them. It can also be a safety hazard or a fineable offense.

Any delivery should address removals because old appliances are tough to handle.



# Installation



You should expect nominal installation on many items because they are easy for a good delivery person to set up like, washers, electric dryers, refrigerators and electric stoves.

You have to consider installation with a professional when you buy other appliances, especially dishwashers, gas ranges, gas dryers and pro refrigeration. Just know beforehand. We have installation teams, or we can help you with a plumber.

Typically, any white glove service can set up installs on the more complicated appliances.

Make sure you receive a quote and a scheduled date beforehand.

Always read reviews not just on the delivery but look at reviews on their installation services too.



# Removal of Product Packaging

There is a staggering amount of trash even for a dishwasher between pallets, boxes, Styrofoam and other packing material. You want to make sure it is removed from your property.

# Floor Protection



This is a small detail but heavier items can actually indent your floor if left for a few hours. We leave heavier items on Masonite to prevent any type of impact on your floor. It is especially important with professional refrigerators or pro ranges.

You must place some kind of material under heavier appliances if left more than a couple of hours on your floor.



Floor Protection

# Leak Detection Pads



Boston is an old city with ancient pipes. We will leave leak detection pads underneath dishwashers and refrigerators, so if there is a leak, we will know immediately. **Water can create a ton of havoc in a home** and we want to mitigate this.

When you are buying any type appliance using water, like a dishwasher, washer, or refrigerator with an ice maker, you want to be wary within the first 72 hours. Water damage can be extremely costly, so it is important to catch it right away.

Be wary of any appliances using water, including ice makers, for 72 hours after installation.





# 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 over the internet of people signing for good products only to find the appliance was damaged when actually opening it.

We video all the appliances for your protection and attach it to your file at Yale. 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 strangers into your home. You want to make sure they are good citizens.

Yale does background checks on every delivery person, service tech, and installer using:

- Criminal offender record information (CORI)
- Random drug screens
- Credit Checks

We want good people in your home. So should you.

You should ask your appliance store how they choose their personnel.



# Prepare For a Delivery



1. Get everything in writing including all chargers.
2. Understand whether the company charges more for delivery in-house, removal of existing appliances, basic installation, and removing any boxes.
3. Survey your property for any damage before and after delivery.
4. Match your model numbers from your slip to the serial tags of the appliance.
5. Watch the delivery to ensure no damage occurs to your appliances or your home



# ABOUT US

Proud to be family-owned and operated since 1923.

Yale Appliance + Lighting Operations Center in Stoughton,  
MA

Appliances

# About Us

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For over 100 years, Yale Appliance has proudly served the Boston area, with convenient showrooms in Boston, Framingham, Hanover, and Norton.

We understand that finding reliable appliance service can be challenging, which is why we have the largest independent service and repair department in New England, staffed by over 40 experts.

Our experienced sales team, with an average of 10 years in the industry, is here to guide you in selecting the perfect appliances for your home, ensuring a seamless and satisfying experience. Visit us and discover why generations of customers have trusted Yale Appliance for their home appliance needs.

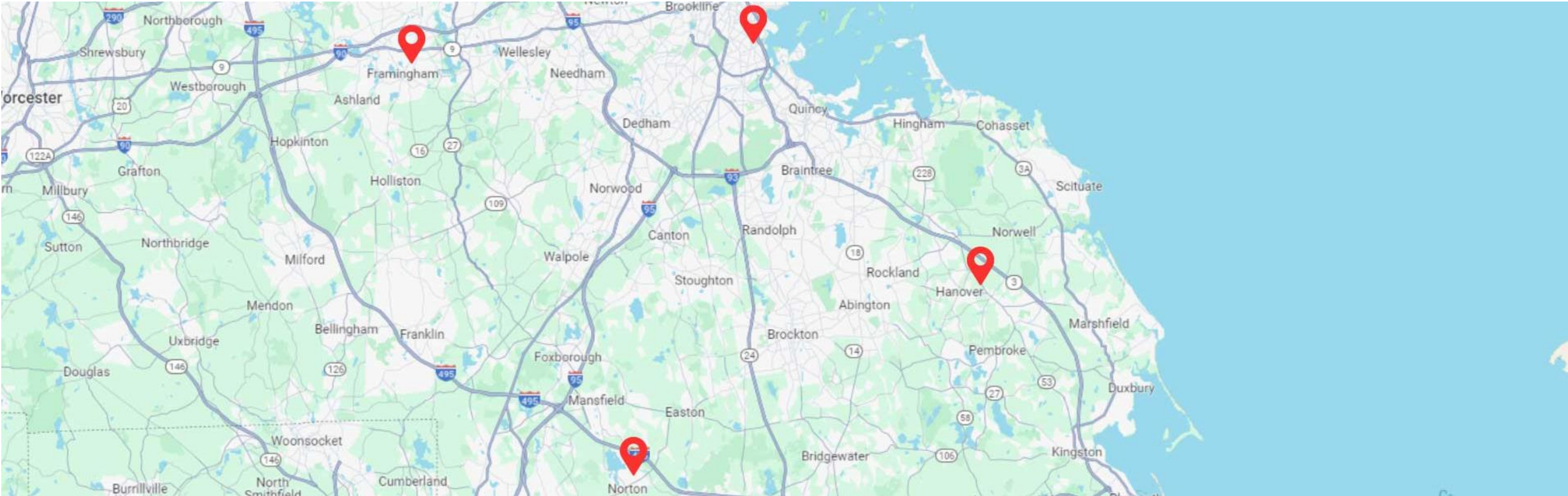
# VISIT OUR STORES

Now you can schedule a free, private showroom visit to discuss the needs of your project. Choose a time that works for your schedule to visit our showrooms in Boston, Framingham, Hanover, or Norton, MA.



**Schedule a Showroom  
Appointment**

YALE



### Showrooms

 Boston  
296 Freeport St.

 Hanover  
548 Washington St

 Framingham  
215 Worcester Rd.

 Norton  
42 Leonard St

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