



FOR CUSTOMER SERVICE PLEASE CONTACT:
CUSTOMER SERVICE MANAGER
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MON-FRI 8AM-5PM | SAT 9AM-5PM

RETURN AND EXCHANGE POLICY

Effective January, 2020

MERCHANDISE RETURNS AND EXCHANGES, RESTOCKING AND RETRIEVAL FEES

Merchandise appearing on a BASCO Sales Order or original sales receipt (for Will Call Items) may be returned for full refund* or store credit, or exchanged **within 30 days of pick-up or delivery** under the following conditions:

(a) Merchandise is not a Special Order item (see Special Order Merchandise and Services section below).

(b) Merchandise is in its **factory-sealed package (unopened) with the packaging in its original condition with all labels affixed.**

A minimum 15% restocking fee will be applied to merchandise returned within 30 days of pick-up or delivery if not returned in the condition noted in (b) above. If returned merchandise requires retrieval by BASCO personnel, a retrieval fee will be assessed.

SPECIAL ORDER MERCHANDISE AND SERVICES

Per the Terms and Conditions of the Special Order Product Agreement & Disclosure form, **Special Order merchandise is not returnable.** Similarly, charges for installation and delivery services provided by BASCO are non-refundable after they have been performed. Fees incurred for installation and delivery services provided by a third party are not eligible for refund consideration.

DAMAGED MERCHANDISE

Merchandise must be inspected for damage at the time of pick-up or delivery. **If damage is found, it must be reported immediately.** Some manufacturers provide coverage for cosmetic and/or functional damage upon prompt reporting, the longest period being within 30 days of pick-up or delivery. Refer to the manufacturer's warranty for more information.

OPERATIONAL DEFECT

If, within 7 days of product installation, a performance problem is reported and the problem is subsequently diagnosed as an operational defect by a factory-certified technician and the parts are not available within 10 business days of the diagnosis, merchandise may be eligible for replacement at the discretion of the manufacturer. Performance concerns reported after this 7-day period will be addressed per the terms and conditions of the manufacturer's warranty.

WARRANTY EXCLUSIONS

The customer is responsible for costs associated with, but not limited to: correction to installation performed by someone other than a BASCO team member, instructions on product use, replacement or repair of house fuses or adjustments to house wiring or plumbing, repair or replacement of product light bulbs, air filters, or water filters, damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, use of products not approved by BASCO, food loss due to refrigerator or freezer product failures, and transportation of product to a repair facility.

*DISCLAIMER

Refunds for items purchased with a credit card are credited to the original card. Refunds for items purchased via cash, Check, or debit come in the form of a check from our corporate office mailed within 14 business days of the return date. **Promotional items must be returned with product** or their retail value will be deducted from the refund, store credit, or exchange value.



APPLIANCES

APPLIANCE DELIVERY

KNOW WHAT TO EXPECT



DELIVERY OPTIONS

BASCO offers the below options for your appliance delivery. Please contact your salesperson for pricing.

BASIC DELIVERY

Includes placing **boxed appliance** where requested if accessible.

STANDARD DELIVERY

Includes placing **unboxed appliance** where requested if accessible. See additional details below for the appliance you are purchasing.








DELUXE DELIVERY

Available on some appliance deliveries. See below for details.



BE PREPARED FOR YOUR APPLIANCE DELIVERY

- ❑ Please ensure proper cords, hoses, stacking kits or pedestals are on invoice at time of purchase
- ❑ Measure and clear the pathway to ensure that your new appliance will fit
- ❑ Empty your old appliance
- ❑ Request haul away in advance with your salesperson (no additional charge)

	BASIC DELIVERY	STANDARD DELIVERY	DELUXE DELIVERY	NOTES
 Free Standing Refrigerators & Freezers	✓	✓	✓ <ul style="list-style-type: none"> • Setup handles, drawers and shelving • Level refrigerator • Set controls to factory recommended settings • Connect water line and test 	Installation of compression fittings will not be done by BASCO delivery personnel. No copper lines. Please contact your salesperson for additional assistance. Ice Maker Installation and Door Swings: Arrangements must be made with salesperson prior to delivery.
 Built-in Refrigerators (Sub-Zero Type)	✓	✓ <ul style="list-style-type: none"> • Remove from pallet • Set on masonite 	Standard Delivery Applies	Due to this type of product, please ensure that a clear path is made inside and outside of the home. When requesting haul away, please make arrangements in advance to un-install the existing product and installation of the new product with your salesperson (additional fees apply). All accessories must remain boxed for installer.
 Free Standing & Drop-in Ranges	✓	✓	Standard Delivery Applies	Gas lines are not provided or installed by BASCO. BASCO does not install anti-tip brackets of any kind.
 Wall Ovens, Cooktops & Vents	✓	Basic Delivery Applies	Basic Delivery Applies	
 Built-in & Countertop Microwaves	✓	Basic Delivery Applies	Basic Delivery Applies	
 Dishwashers	✓	Basic Delivery Applies	Basic Delivery Applies	
 Laundry	✓	✓	✓ <ul style="list-style-type: none"> • Full installation of water lines, steam lines and venting • Install stacking kit (if applicable) • Install pedestal (if applicable) • Level and test cycle 	Gas lines are not provided or installed by BASCO. BASCO will not remove any FME plugs on new construction sites. Please ensure the proper stacking kit and hoses are on invoice at time of purchase. Tight counter and closet installation are not available.