

# SMULEKOFF'S HOME STORE

## Television Delivery Services

*At Smulekoff's Home Store, we take pride in the delivery services that we provide to our customers. We have the most professional and courteous delivery personnel in the industry.*

### How to Prepare

- ✓ Complete your purchase. Your delivery will be scheduled as soon as your selection is available and payment has been arranged.
- ✓ Have your space cleared and prepared for delivery. Measure carefully to make sure the product purchased will fit properly.
- ✓ On the day of delivery, we suggest you have someone present at your delivery location.
- ✓ You can expect us to place & perform a basic installation of your selection in the area prepared.
- ✓ You can expect us to provide a final inspection after the delivery.

### Scheduling

- ✓ Delivery dates and times are selected and scheduled according to the total routing for the delivery location and date.
- ✓ If you have made a request for a specific delivery time, we will do our best to arrange delivery for that time. **HOWEVER:**  
**We cannot guarantee a specific delivery time!**

### Product Disposal

- ✓ We provide a disposal service for the old product that you no longer want when scheduled at time of purchase on an item per item basis. For example: one television with a television purchase.
- ✓ The non-refundable disposal fee is **\$20** per item.
- ✓ We will not move your old big screen TV, 36" or larger, to a new location. TVs, 32" & smaller, will be moved for a non-refundable **\$15** fee if scheduled at the time of sale.

### Installation

- ✓ We will set your new TV in place, connect it to power, do basic connection to your cable/antenna/satellite box and start the auto set-up feature when the temperature allows. This should take about 20 minutes. ***Be aware the auto set-up feature can take up to an hour*** and will finish after the delivery people leave.
- ✓ Contact your cable company or satellite provider for program information, service packages, & more elaborate hook-ups. We are not authorized to program cable/satellite boxes or remotes.

### Product Warranty

- ✓ We strongly recommend reading your owner's manual and warranty to ensure proper use, operation, and enjoyment of your new television. Please call us with any questions not answered to your satisfaction by your manuals.
- ✓ Limited product warranty is provided by each manufacturer. Please be aware that customer adjustments, or improper use, or installation are examples of things that are not covered by your warranty.

*All fees for services such as delivery, disposal & moving of items and protection plans such as fabric-coate & mattress pads are non-refundable and not returnable*

- ✓ Please refer delivery questions to:  
**Smulekoff's Warehouse**  
**319-362-0645**  
411 6<sup>th</sup> Ave SE Cedar Rapids, IA 52401