**BUSINESS POLICIES**

**What is not covered by our Guarantee:**

1. Service calls to correct the installation of your appliance, to instruct you how to use your appliance, to replace house fuses (breakers) or to correct house wiring or plumbing.

2. Service calls to repair or replace light bulbs, air filters, or water filters.

3. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, and installation not in accordance with electrical or plumbing codes.

4. Incidental or consequential damage caused by possible defects with this appliance.

5. Scent of used appliance. We use Clorox cleanup & commercial grade cleaners to disinfect appliances best as possible.

**What is covered by Our Guarantee:**

1. ALL OPERATIONAL PARTS EXCEPT THE ABOVE IMPLIED. (Example. motors, belts, timers, etc.)

2. Service call, parts and labor implied by Guarantee.      (30, 60 ,90,120 Days)

If fault of appliance is not found there will be a service charge based on location of appliance.   (Example. Washington Pa., Canonsburg Pa.,Etc.)

**Delivery Explanation & Policy**

Beck's Used Appliances is not a moving company. Our policy is, when we deliver an appliance, we will remove one (1) appliance free of charge. We do not move your appliance from one location to another (example. from kitchen to basement).

Delivery charge covers delivery only, not the connection of appliance! If supplied with used connectors such as waterlines, drain hoses, or electrical connectors you as the customer cannot hold Beck's Used Appliances liable for any damage done to your home or appliance!

We are not responsible for any damage caused by delivery personnel, such as scratched walls, torn floors and water leaks.

There is a charge of $10.00 for each additional floor.(example. 2nd floor, 3rd floor)

We do not move furniture or clear off snow, ice, etc. All passageways need to be free of clutter and needs to be open for the delivery personnel.

You, as the customer, are responsible for all measurements of openings (example, doorways, refrigerator openings, and hallways). If we need to bring back appliance to the store to replace with another, you will be charged another delivery fee!!!

**Normal connection of appliances ONLY!**

For Gas Appliances: The gas line must be behind the appliance within 3ft. with shut off valve. Electrical outlets within 4ft. Must have a new gas line connector in order for us to hook up.

Washers: All connections within 4ft. drain and water lines.

Dryers: Exhaust has to be metal or flexible metal pipe. 7ft. is max length to be considered normal. Electrical connection within 4ft. is normal.

Refrigerators: You as the customer are responsible for measuring length, width, & height. Make sure to measure all door ways. Electrical outlets within 4ft. waterlines must have at least 5ft. of play for access behind the appliance. We are not liable for damages if waterline connection leaks! The home owner will be informed of any visible leaks.

 Items such as self-cleaning mode, leveling legs, broken shelves, cosmetic items, icemakers, water dispensers, fill hoses, and any item resulting from customer's misuse are not covered under this warranty.

If you take your appliance home in your own vehicle, you understand that only major mechanical errors to parts such as motors, belts, timers, compressors, fans, water pumps, heating elements, and lid and door switches are covered under this warranty. If you damage the item during transit or installation, it is not the responsibility of Beck’s Used Appliances to repair or replace the item.

Should Beck’s Used Appliances need to make a repairs, a service call will be scheduled within two (2) business days of reported mechanical failure and said repairs shall be completed within seven (7) business days from the time all parts are received by Beck’s Used Appliances. If a third party other than Beck’s Used Appliances works on your appliance, the warranty from Beck’s Used Appliances is null and void. This warranty is extended to the original purchaser as set forth in the invoice and is not transferable to subsequent purchasers of the appliance.

**Returns and refunds Policy**

 All Sales are final. In certain circumstances you may return a product before it is delivered or if the given appliance is not working properly, then it would need to checked out by one of our techs; only after they have determined what is wrong with the machine and the repair of the machine is too high to repair, then we will exchange the item for another or issue a refund, This decision remains with the owner of the business.

**House Calls**

If customer requests warranty service and the problem is caused by the customer (such as a clogged drain, improperly installed water hoses, un level appliance, blown circuit breaker, etc.), then customer will be responsible for the cost of the service call.

**Limit of Liability** – Beck’s Used Appliances shall not be responsible for any damage caused by appliance failure including, but not limited to, fire, flooding, personal injury, death, damage to personal or real property such as spoiled food, or any other liability whatsoever. The following is specially excluded from warranty coverage: misuse, abuse, improper transportation, installation or operation of the appliance, the modifying of the appliance, or damage to the appliance due to the negligence of the customer.