Before You Leave The Home Depot

- Verify color, gas/electric fuel, model selection & if haul away is required.
- New connection / hook up parts are required for Depot Direct deliveries (electric cords, gas flex lines, dryer duct, dishwasher connection kits, water lines). Depot Direct will not use existing parts for an appliance installation.
- Verify dimensions – (top, bottom & middle of unit) - will new unit fit in the intended area? Check for obstacles or space restrictions along path to hook up location.
- Is all printed delivery information accurate and complete? (address including delivery zip code, multiple contact phone numbers, requested delivery date
- Verify less than three (3) flights of stairs to get to the install location. (not applicable if elevator is available)
- Verify access restrictions, both internal and external.
- Verify unloading zone is available within 30 ft of the home for parking and access.
- Appliance hook up services vary by state or local area. Contact your local Home Depot store for availability.

Your delivery date is:

Things to Know - Delivery Expectations

Select a delivery date with maximum flexibility. You will be contacted via an automated voice activated system after 2 pm the day prior to your requested date to inform you of your projected 4 hour delivery window. If you are unavailable during the given 4 hour window, please call 1-877-946-9843 to reschedule your delivery on the next available delivery date.

An adult at least 18 years old, authorized to make decisions, must be present for delivery. If not present when the delivery agent arrives, you will need to call 1-877-946-9843 and reschedule your delivery for the next available delivery date.

Delivery agents are not licensed carpenters, plumbers, or electricians. All electrical outlets, water and gas shut off valves, and cabinetry must be available and compliant at the time of delivery to complete any purchased installation options.

Inspect for any visible damage. Notify the delivery agent of damage at time of hookup or call 1-877-946-9843 within 48 hours. Agent will perform short test for proper operation prior to leaving home.

All Appliances must be empty prior to removal. Appliances must be disconnected for haul away. Commercial or Built-in appliances cannot be installed/removed/Hauled Away. (Sub-Zero/GE-Monogram)

Delivery Agent can hold product for a maximum of 30 days

Get Your Delivery Information

- Contact your local Home Depot store for availability.
- Select a delivery date.
- Contact Information

For any questions, changes, or issues regarding your appliance delivery, please contact our Customer Service team at 1-877-946-9843

Mon-Fri 8am-7pm
Sat 8am-5pm

What Basic Delivery Includes - All freestanding (does not include built in cooktops, wall ovens, drop ins, etc.) electric appliances will be uncrated, set in place, leveled, and connected to an existing proper power source. If proper electrical outlets, gas shut off valves, water supply and shut off valves, or venting sources are not available at the time of delivery, a complete installation will not be possible. Gas product (ranges/dryers) installation, appliance stacking, dishwasher installation, and over the range microwave installation are not included in the basic delivery rate.

Refrigerators
• A new waterline connection kit must be added to the order at point of sale. Existing connecting kits will not be reused.
• Existing appliance must be empty.
• A 110V grounded 3 prong electrical outlet must be within reach of the power cord.
• Icemaker or ice and water dispenser connections: A working shut off valve must be located within 6 ft and on the same floor or the installation will not be completed.
• Dimensions must include an additional 1 in on all sides for cooling.

W____ H____ D____

Washers
• A new set of standard length supply hoses (4 ft) may be included with your washer. If hoses are not included it must be added to the order at point of sale. Existing hoses will not be reused.
• A 110V grounded 3 prong electrical outlet must be within reach of the power cord.
• Water valves (hot & cold hookups) must be corrosion free. Test to ensure your valves can be shut off.
• A working shut off valve must be located within 4 ft and on the same floor or the installation will not be completed.
• Pedestals can only be installed when delivered with W/D units.

Electric Ranges/Dryers
• An anti-tip device will be installed on all ranges.
• A new electric cord (ranges/dryers) and semi-rigid dryer duct (dryers) must be added to the order at point of sale. Existing connection parts will not be reused.
• A 220 Volt electrical service is required to power units.
• Delivery agents cannot direct wire electric ranges or dryers. An appropriate outlet must be available at time of delivery and within 4 ft of the appliance (see Range Plug, Dryer Plug).

Gas Ranges/Dryers
• An anti-tip device will be installed on all ranges.
• A new gas flex connection kit (ranges/dryers) and semi-rigid dryer duct (dryers) must be added to the order at point of sale. Existing connection parts will not be reused.
• A natural gas supply line (no propane hookups) with shut off valve must be located directly behind the appliance.
• A 110V grounded 3 prong electrical outlet must be within reach of the power cord.

Dishwashers
• A new dishwasher connection kit must be added to the order at point of sale. Existing connections will not be reused.
• A water supply line with shut off valve must be located under the sink or behind the dishwasher. A separate shut off valve is required for both the dishwasher and the sink.
• If an electrical outlet is used it must be positioned so a 5 ft cord will reach.
• Solid surface countertop (granite, silestone) require the use of side mounting brackets.
• Required minimum cabinet opening dimensions may vary by manufacturer. Ensure your cabinets are compatible with your selected appliance.

Over the Range
• Hardwiring will not be done. A dedicated electrical outlet must be directly above unit.