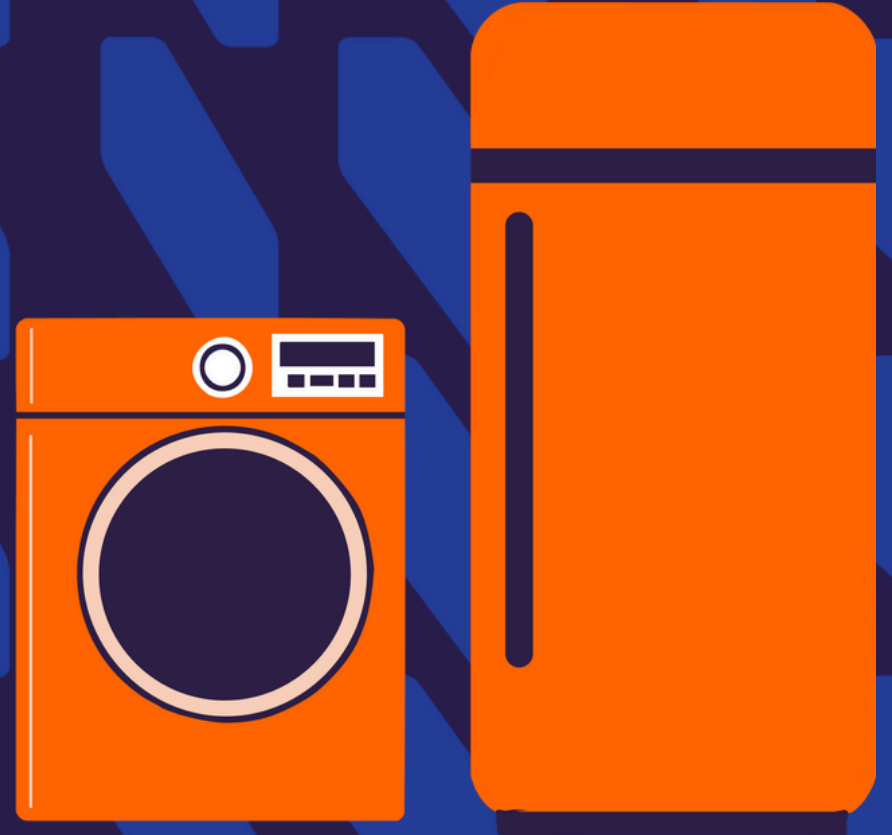


Appliances from the Charis Shop

Ensuring your delivery
goes smoothly

Charis



Appliance Orders

This short guide has been created to help you with your appliance delivery.

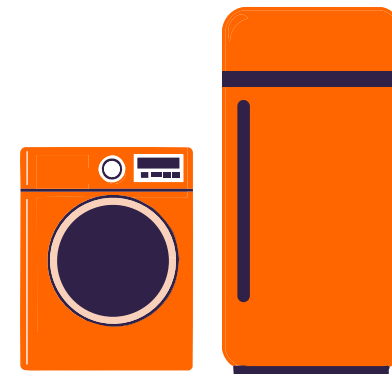
It explains:

- The order, delivery and installation process.
- The requirements of our suppliers that will enable appliance delivery and installation to take place.

These steps should be followed before ordering an appliance:

- Measure the designated space correctly to ensure that the new appliance will fit.

The Charis Shop team



Installation Requirements

General Installation Requirements

- All pipes and sockets should be easily accessible and not blocked by cupboards or units.
- The delivery team cannot make any alterations to your existing plumbing or electrical connections.
- Please check that you have a working gas and electricity supply and sufficient credit on a pre-payment meter, if you have one.

Washing Machine Installations

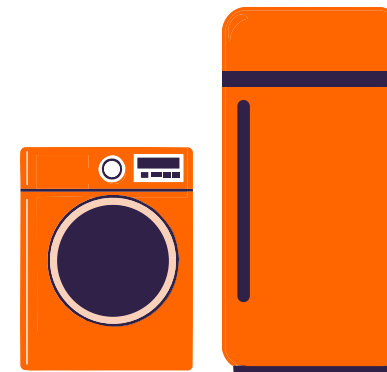
- Check that you have the relevant pipe work and electricity connection in place. The standard length from the back of the machine is 1m.

Tumble Drier Installations

- All our tumble dryers are 'condenser' models (they collect moisture in a reservoir) so no external vent is required.

Cooker Installations

- Check that you have the relevant gas and electric connections for your new cooker.
- Electric cookers need an isolation switch and usually a hardwired cooker outlet.
- There should be no wallpaper, fabric, shelving, cupboards or electrical sockets directly above or to the immediate side of the cooker.
- An electric cooker should replace an existing electric cooker, and a gas cooker should replace an existing gas cooker.



Customer Information

Arranging Delivery

You will be contacted by the supplier to arrange delivery. This will be by text message, telephone or email and may include a link to the supplier's website.

You should carefully read all of the installation information on the supplier's website:

Hotpoint - homedelivery.hotpoint.co.uk/connection.jsp
ao - ao.com/help-and-advice/delivery-and-services/installation

You must tell the supplier, before booking delivery, if your home doesn't meet the connection standards. The supplier should also be made aware of any potential delivery challenges such as lift unavailability and stair access.

Delivery bookings should be made with the supplier within 14 days of being contacted by them, or the order will be cancelled.

How can I contact the supplier?

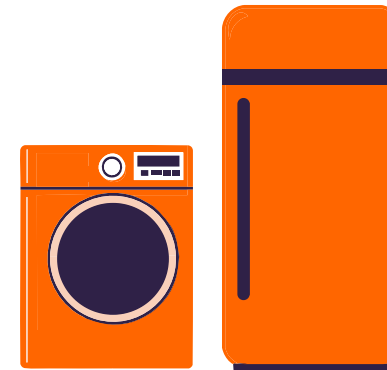
We partner with well-known suppliers. If you need to get in touch with them, you should follow the contact information in the text or email received from the delivery company.

If you don't have this information, you can call the relevant supplier on:

- **Hotpoint UK:**
 - Main contact centre: 03448 224 224
 - Deliveries: 03448 11 12 11
- **AO:** 01204 672 896

From time-to-time, we may use other suppliers.

You should tell the supplier you're a Charis customer.



Preparing for the delivery and installation

The details in this section will help you prepare for your delivery. These include instructions about the appliance that is being replaced.

We suggest that the space measurements are double-checked to ensure the appliance will fit.

All appliances are installed on delivery – the delivery team won't leave the appliance without connecting it in the home.

Remember, **you must be at home on the agreed delivery date.**

For all installations

- A small lorry will be delivering the appliance so there needs to be space to park nearby and any parking permits provided.
- There must be a clear pathway through the home to the room of choice.
- Check there is sufficient access for the appliance that is being replaced to be removed and loaded onto the lorry.



Washing machines

- The old washing machine should not be in use, but empty and fully drained, ready to be removed.

Cookers

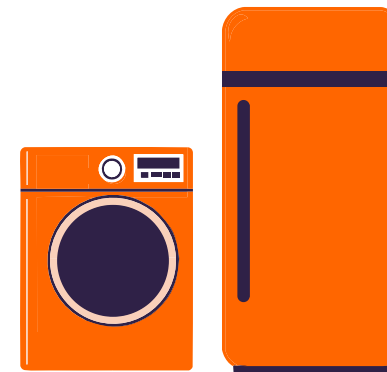
- The old cooker should be empty and not in use on the day of delivery.

Fridges and freezers

- The old fridge or freezer should be empty and defrosted before the agreed delivery date.

Tumble driers

- The old appliance should be empty and not in use on the day of delivery.



What happens to your old appliance?

Our suppliers will disconnect and remove the old appliance for recycling.

What happens if you want to cancel your new appliance?

If this is the case, please let us know as soon as possible by emailing deliveryqueries@charisgrants.com or calling 01733 421069.

What happens if the appliance needs delivering to a different address?

Appliances are usually delivered to the address they've been ordered for. To tell us about a change of address, email deliveryqueries@charisgrants.com or call us on 01733 421069.

Failed delivery

To rearrange delivery of the appliance please contact the supplier.

If the delivery failed because a connection couldn't take place, please ensure any recommendations made by the delivery team are followed so that connection can happen.

Only two delivery attempts will be made.

If the appliance has not been successfully delivered and connected after a second attempt, the order will be withdrawn.

This does not affect any other orders you have.

