

Sears Home Delivery

Home Delivery will be made on the date selected from the calendar at checkout. If you don't select a date at checkout, you will receive a call or email with the delivery date.

- Physical address required for delivery. We cannot deliver to P.O. Boxes

Your Delivery Window

- On the evening before your delivery, Sears will email and call you at the primary phone listed on your delivery order to confirm a two hour delivery–time window. (Note: If the delivery time message is left on your voicemail, no confirmation is required.)
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Things to Know:

- For products purchased through Sears, only one delivery charge will be charged per trip regardless of the number of items (all items must be on the same order, and delivered to the same address on the same date)
 - Delivery does not include installation
 - Delivery is available on most of these items: Refrigerators, Freezers, Washers, Dryers, Dishwashers, Stoves, Ovens, Cooking Ranges, Built-in-Microwaves
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Sears Haul-Away

Sears can haul away the items you're replacing for an additional charge of \$30 per item.

Things to Know:

- Haul away is available on a one-for-one replacement basis only
 - Item requested for haul away limited to similar appliance type
 - Commercial grade appliances and installed appliances are not eligible
 - Item must be ready for pick up at the time of delivery
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Preparing Your Home for Delivery

Here's what to expect from our delivery experts and how to get your home ready.

Customer Responsibilities...

- A responsible adult, 18 years or older, must be present during delivery.
- Confine all house pets to a separate area from the delivery path
- If merchandise is to be left on the porch, in the garage, or outdoors, a responsible neighbor or representative must accompany the Sears team and sign for delivery.
- In inclement weather, please provide a clear path –no ice, snow or debris– from the street to the appropriate entrance.

Delivery Team Responsibilities...

Our delivery team will...

- Connect delivered appliances to existing home utilities per the "Product-Specific Guidelines" supplied by the manufacturer or by Sears.
- Remove packing materials from the delivery premises.
- If haul away service is purchased, the delivery team will remove and recycle your old appliance for each like item delivered, following strict EPA RAD (Responsible Appliance Disposal) and environmentally friendly guidelines.
- If move old appliance service is purchased, the delivery team will relocate your old appliance for each like delivered to an accessible location on the delivery premises.
- Install an anti-tip device for free standing and slide-in ranges deliveries with hookup.
- Determine and offer for sale any needed parts/accessories or installation services – not included in the appliance purchase – to safely connect appliances to home utilities.
- Use your new, supplied parts or accessories that meet manufacturer requirements and "Product-Specific Delivery Guidelines."

For safety reasons our delivery team cannot...

- Remove their shoes, though caution and care will be exercised to protect your home and merchandise.
- Lift/hoist merchandise over banisters, or other obstructions, or through windows to complete deliver merchandise.
- Use customer-supplied or used connectors.
- Reconnect relocated appliances to home utilities.
- Relocate used appliances to a different address.
- Perform carpentry, electrical or plumbing work.
- Deliver and hook-up a free standing or slide-in range without installing a range anti-tip device
- Install appliance trim kits.

Appliances

The following delivery information and services apply to Sears Home Delivered items only. Look for the "Delivery" option when adding your product to the Shopping Cart or when reviewing your product in the Shopping Cart to determine whether this applies to the product you are purchasing. These services do not apply to items arriving via Oversized Shipping.

All-in-One Laundry Appliances

What to do before delivery:

- Verify need utilities
- Get a 3-prong grounded electrical outlet
- Hot & Cold water supply with accessible shut-off is in close proximity to washer location
- 240 V grounded 30 AMP electrical service / outlet OR Gas supply line with above floor shut-off valve in close proximity to the laundry unit's location
- Determine and prepare an accessible location
- Verify the dryer venting within the home is clean and clear and vents outside to allow proper operation of the new dryer
- For convenience & safety, purchase a dryer connection kit which includes a flexible metal vent tube, metal elbow and 240V electrical cord (A new 240V electrical cord is required by the manufacturer)

Delivery Team will:

- Remove unit from carton and place laundry unit in location
- Remove tape, packing material and shipping restraints
- Attach venting using new component or existing rigid or flexible metal venting that is clean and not visibly damaged
- Connect the appliance following local code and using a new electrical cord or new gas connector which is in the original packaging and not visibly damaged
- Provide you with any unused venting kit parts from the connection kit. (Unused venting parts can't be refunded or re-sold)
- Connect water, gas and electrical
- Level the unit
- Short cycle test the unit.
- Check for gas / water leaks
- Provide Customer literature
- Remove packaging from the premises

Delivery Team will not:

- Use plastic venting, foil vent tubes or existing electrical cord or existing gas connector

IMPORTANT: Gas hook up may be an additional charge in some areas where codes/ordinances require licensed professional installation. Our delivery crew will not be able to hook up your appliance if you live in these locations. See a list of locations. You can arrange for a Sears licensed installer to do this work by selecting the Installation option during checkout, or by calling 1-800-326-8738.

Cooking Ranges (Electric)

What to do before delivery:

- Determine and prepare an accessible location
- Verify needed utilities
- 240 V grounded 50 AMP electrical service / outlet within 3 ft. of range location
- Purchase a new 240 V electric cord
- Delivery Team will connect to either type of electrical outlet pictured below

Delivery Team will:

- Remove item from carton.
- Provide literature
- Remove tape and packing material
- Place range in location
- Check 240 V. electrical outlet. Connect the dryer to the confirming electrical service following local code using a new 240 V. electrical cord in the original packaging and not visibly damaged
- Level the range. Set grates & burners in place
- Install a range anti-tip device furnished with the range according to the manufacturer specifications by drilling into your floor or wall for all free-standing or slide-in ranges delivered and hooked-up by the Delivery Team
- Test the range - burners and oven
- Remove packaging from the premises
- If your current range is wired directly into a wall (meaning there is no plug to disconnect), the range must be disconnected prior to delivery of your new range. Should you need assistance in either disconnecting your old range or connecting your new range, Sears Online always recommends that you contact a local certified technician to do the work prior to delivery.

IMPORTANT: Certain manufacturers require the installation of an anti-tip device to ensure product stability. If the manufacturer indicates the product being delivered requires an anti-tip device and you approve the installation, then the Delivery Team will follow the manufacturer's instructions and install the anti-tip device furnished by the manufacturer. This service will be performed on products removed from the manufacturer's packaging and placed at their final location. Secure installation of an anti-tip device requires drilling into the floor or wall of the delivery location.

Cooking Ranges (Gas)

What to do before delivery:

- Determine and prepare an accessible location
- Verify needed utilities
- 3 prong grounded electrical outlet
- Gas supply line with above floor shut-off valve in close proximity of the range location
- Purchase a new stainless steel gas connector

Local code may require that a plumber or gas technician connect the gas range. Your Delivery Team will connect to natural gas only - no LP connections.

Delivery Team will:

- Remove range from carton
- Provide literature
- Remove tape and packing material
- Place range in location
- Connect the range to the conforming natural gas supply following local code using a new stainless steel flexible gas connector in the original packaging and not visibly damaged
- Install a range anti-tip device furnished with the range according to the manufacturer specifications by drilling into the floor or wall for all free-standing or slide-in ranges delivered and hooked-up by the Delivery Team
- Level the range. Set grates & burners in place
- Test the range; burners and oven
- Check for gas leaks at the range connection
- Remove packaging from the premises

IMPORTANT: Certain manufacturers require the installation of an anti-tip device to ensure product stability. If the manufacturer indicates the product being delivered requires an anti-tip device and you approve the installation, then the Delivery Team will follow the manufacturer's instructions and install the anti-tip device furnished by the manufacturer. This service will be performed on products removed from the manufacturer's packaging and placed at their final location. Secure installation of an anti-tip device requires drilling into the floor or wall of the delivery location.

IMPORTANT: Gas hook up may be an additional charge in some areas where codes/ordinances require licensed professional installation. Your Delivery Team won't be able to hook up your appliance if you live in these locations. See a list of locations. You can arrange for a Sears licensed installer to do this work by selecting the Installation option during checkout, or by calling 1-800-326-8738

Dishwashers - Portable & Built-In

What to do before delivery:

- Verify needed utilities are ready
- Electrical service
- Water supply with accessible shut-off in close proximity to dish washer location

Delivery Team will:

- Remove product from carton or leave in carton per your request
- Place product in location
- Attach casters - If product is removed from the carton and comes with manufacturer supplied casters
- Remove packaging from the premises

Delivery Team will not:

- Connect dishwashers, built-in ovens or compactors

Ovens and Trash Compactors

What to do before delivery:

- Verify needed utilities are ready
- Electrical service
- Water supply with accessible shut-off in close proximity to dish washer location

Delivery Team will:

- Remove product from carton or leave in carton per your request
- Place product in location
- Attach casters - If product is removed from the carton and comes with manufacturer supplied casters
- Remove packaging from the premises

Delivery Team will not:

- Connect dishwashers, built-in ovens or compactors

Refrigerators and Freezers

What to do before delivery:

- Determine and prepare an accessible location
- Verify needed utilities
- 3-prong grounded electrical outlet

- Ice-maker/water dispenser models require a water supply line and water shut-off on the same floor level in close proximity
- Purchase a 5-foot water connector line if needed
- Recommended; purchase a 5-foot water line to connect the home water supply to the refrigerator. The 5-foot connector line allows movement of the refrigerator from the wall and reduces the risk of deterioration in existing lines.
- If you currently own a built-in refrigerator, it needs to be uninstalled prior to delivery of the new refrigerator/freezer
- Location is clear, cleaned if needed and has adequate space
- Empty the refrigerator/freezer that will be removed

Delivery Team will:

- Remove item from carton
- Remove and re-attach handles and doors to complete delivery, if needed
- Place product in location
- Provide literature
- Reverse merchandise doors, if requested
- Check water flow. Reconnect to existing water line, provided that water line meets manufacturer and local building requirements and check for leaks. Note: Icemaker and water dispenser connections may require connectors and additional tubing
- Remove tape and packing material
- Place racks, crispers, ice trays, and door handles in factory recommended positions
- Plug unit in and set to a mid-range cold setting
- Level the refrigerator or freezer
- Remove packaging from the premises

IMPORTANT: Certain manufacturers require the installation of an anti-tip device to ensure product stability. If the manufacturer indicates the product being delivered requires an anti-tip device and you approve the installation, then the Delivery Team will follow the manufacturer's instructions and install the anti-tip device furnished by the manufacturer. This service will be performed on products removed from the manufacturer's packaging and placed at their final location. Secure installation of an anti-tip device requires drilling into the floor or wall of the delivery location.

Laundry Dryers (Gas)

- What to do before delivery:

Determine and prepare an accessible location

- Verify needed utilities: 3 prong grounded electrical outlet for gas dryers - Gas supply line with above floor shut-off valve in close proximity to dryer location
- Local code may require a plumber or gas technician connect the gas dryer
- Delivery Team will connect to natural gas only - no LP connections
- Verify the dryer venting within the home is clean, clear and vents outside to allow proper operation of the new dryer
- For convenience & safety, purchase a dryer connection kit which includes a flexible metal vent tube, metal elbow and stainless steel flexible gas connector (A new gas connector is required by the manufacturer)
- Laundry pedestals previously owned can be attached to a new washer /dryer only if the pedestal is listed for use with the new item by the Manufacturer
- Buy manufacturer's stack kit if stacking the dryer on washer

Delivery Team will:

- Remove dryer from carton
- Attach dryer legs
- Provide literature
- Place dryer in location and reverse dryer door, if requested
- Connect dryer to the conforming natural gas supply following local code using a new stainless steel flexible gas connector in the original packaging and not visibly damaged
- Attach venting using new components or existing rigid or flexible metal venting that is clean and not visibly damaged
- Stack laundry when requested using the manufacturer's kit
- Remove tape, protective film covering and packing material
- Level the dryer (If coin operated, set coin denominations, chute, CAM & money box)
- Short cycle test the dryer
- Check for gas leaks at the dryer connection
- Remove packaging from the premises

Delivery Team will not:

- Use or connect to plastic venting, foil vent tubes or existing gas connector

IMPORTANT: Gas hook up may be an additional charge in some areas where codes/ordinances require licensed professional installation. Our delivery crew will not be able to hook up your appliance if you live in these locations. See a list of locations. You can arrange for a Sears licensed installer to do this work by selecting the Installation option during checkout, or by calling 1-800-326-8738.

Laundry Dryers (Electric)

What to do before delivery:

- Determine and prepare an accessible location
- Verify needed utilities
- 240 V grounded 30 AMP electrical service /outlet within 3 ft. of dryer location
- Verify the dryer venting within the home is clean, clear and vents outside to allow proper operation of the new dryer
- For convenience & safety, purchase a dryer connection kit which includes a flexible metal vent tube, metal elbow and 240V electrical cord (A new 240V electrical cord is required by the manufacturer)
- Laundry pedestals previously owned can be attached to a new washer / dryer only if the pedestal is listed for use with the new item by the Manufacturer
- Buy manufacturer's stack kit if stacking the dryer on washer

Delivery Team will:

- Remove dryer from carton
- Attach dryer legs
- Provide literature
- Place dryer in location and reverse dryer door, if requested
- Check 240 V. electrical outlet
- Connect the dryer to the conforming electrical service following local code using a new 240 V. from the original packaging
- Attach venting using new component or existing rigid or flexible metal venting that is clean and not visibly damaged
- Provide you with any unused venting kit parts from the connection kit (Unused venting parts can't be refunded or resold.)
- Stack laundry when requested using the manufacturer's kit
- Remove tape, protective film covering and packing material
- Level the dryer (If coin operated, set coin denominations, chute, CAM & money box)
- Short cycle test the electric dryer
- Remove packaging from the premises

Laundry Washing Machines

What to do before delivery:

- Determine and prepare an accessible location
- Verify needed utilities
- 3-prong grounded electrical outlet
- Hot & Cold water supply with accessible shut-off in close proximity to washer location

- Water valves need to be corrosion-free. Used hoses can't be reused due to leak risk
- Drain the washer water prior to delivery
- Standpipes must be at least 34 inches tall
- Laundry pedestals previously owned can be attached to a new washer / dryer only if the pedestal is listed for use with the new item by the Manufacturer
- Buy manufacturer's stack kit if stacking the dryer on washer

Delivery Team will:

- Remove washer from carton
- Attach washer legs
- Remove tape, packing material and shipping restraints
- Provide literature
- Place washer in location
- Connect washer to the conforming hot & cold water supply using only the manufacturer or Sears Delivery supplied water lines
- Stack laundry when requested using the manufacturer's kit
- Level the washer (If coin operated, set coin denominations, chute, CAM & money box)
- Ground washer to a metal pipe or grounded receptacle
- Connect drain hose
- Short cycle test the washer
- Check for water leaks at the washer connections
- Remove packaging from the premises