



TERMS AND CONDITIONS

SECTION 1: WARRANTY

Affordable Appliance Solutions LLC (AAS LLC) hereby promises that, to the best of our ability, each and every appliance repaired by our professionals will leave our facility in working order. We have repaired, refurbished and checked the function(s) of each and every machine multiple times. We have documented these improvements. However, if for any reason, an appliance that we have sold to a customer is not functioning properly, our enacted warranty policies will cover any related costs to repairing or replacing said appliance(s).

In order for our customers to experience the fullest potential of our extensive warranty policies (which have been adaptively implemented to ensure the longevity and reliability of our products), every appliance purchased from our company needs to be installed by one of our trained members. We do not accredit any of our customers with the knowledge and/or ability to properly install any particular appliance. Hence, we provide all of our customers the option to have his/her purchased appliance(s) delivered and installed by a trained member of our team for a fee.

If the customer elects not to have appliance(s) delivered, but to pick up from our Elmira location at 1051 South Main Street, Suite 6, the customer is also electing to void some components of the warranties on said appliances which have been covered in further sections of this document.

IN SUMMARY

The warranties offered by Affordable Appliance Solutions LLC on any appliance are either fully or partially voided if said appliance is not delivered and installed by a trained member of our company. If the customer experiences any issues with the appliance(s), he or she is responsible for scheduling a paid service call for diagnosis and/or repair.

Under no circumstance will the warranties provided by Affordable Appliance Solutions LLC cover any cosmetic damage to our products. The determination of what is/is not cosmetic damage shall be made by the member(s) of Affordable Appliance Solutions LLC.



OUTLINE OF COVERAGE - Appliances delivered and installed by an AAS LLC professional

The warranty on the mechanical parts for each and every unit purchased from, delivered and installed by Affordable Appliance Solutions LLC is guaranteed for **SIX MONTHS** from the purchase date. What defines the mechanical components of any appliance shall be made at the discretion of Affordable Appliance Solutions LLC.

The warranty on the electrical components for each unit purchased from, delivered and installed by Affordable Appliance Solutions LLC is guaranteed for **NINETY DAYS** from the purchase date. What defines the electrical components of any machine shall be made at the discretion of Affordable Appliance Solutions LLC.

The warranty on labor for each unit purchased from, delivered and installed by Affordable Appliance Solutions LLC is guaranteed for **THIRTY DAYS** from the purchase date. Following these thirty days, the customer will be responsible for all labor costs associated with the repair of the unit. Labor charges will include, but are not limited to, service call charges as well as any flat rate/hourly labor charges.

* If a warranty is voided for any reason, the customer will be responsible for all service, part, and labor charges associated with the repair of the unit. *

SECTION 2: DELIVERY AND INSTALLATION

We offer a limited warranty on any appliance that is not delivered and installed by a member of Affordable Appliance Solutions LLC. If a customer elects to have any purchased appliances delivered but not installed, the same exclusions apply to the warranty policy as if the appliance was picked up by the customer, from our location at 1051 South Main Street.

Before installation services are carried out for any purchased appliance, customers will be required to sign a damage waiver.

The delivery and installation services provided by Affordable Appliance Solutions LLC ensure that any purchased appliances will be delivered and installed correctly by our trained team members. What defines the *correct installation* of each appliance type is outlined in further sections.



If for any reason the purchased appliance(s) will not fit into the customer's home, through doorways, up/down stairs, around corners, in the designated location, etc. AND the customer was aware of the dimensions/size of such appliance(s), the customer will be charged for the stated fee for delivery and installation.

Delivery and installation of a purchased unit by Affordable Appliance Solutions LLC also ensures that any mechanical or electrical issues with the unit within the outlined warranted period (Section 1), are covered by Affordable Appliance Solutions LLC.

At the time of delivery and installation, an Affordable Appliance Solutions LLC employee will complete a delivery checklist. This checklist is used to ensure that the appliances are delivered with care and installed correctly. Any questions regarding the delivery or installation that the employee is unable to answer should be listed on the question form (see page 5).

No appliance is to be installed to a GFCI outlet. If a customer elects to install the appliance to a GFCI outlet, the customer agrees to void all components of said appliance's entire warranty.

If for any reason, any member of Affordable Appliance Solutions LLC is unable to complete the delivery and installation process, the customer will be provided adequate reasoning and explanation. The customer also reserves the rights to keep the appliance(s) or be refunded. As previously stated, if the customer elects to keep the appliances, the customer should schedule a paid service call for Affordable Appliance Solutions LLC to verify or complete the installation. Any appliance will not be warranted until its proper installation has been either completed or verified by Affordable Appliance Solutions LLC.



SECTION 3: REFUNDS AND RETURNS

Affordable Appliance Solutions LLC will only accept a return if the appliance was delivered and installed by Affordable Appliance Solutions LLC.

The refundable period on any appliance purchased from Affordable Appliance Solutions LLC is within 30 days of the date of sale. Affordable Appliance Solutions LLC **does not offer** returns if the customer elects to return appliance(s) themselves.

Affordable Appliance Solutions LLC will only accept a return and issue a refund once validated that the appliance(s) itself is not functioning properly (I.e. mechanical issues, electrical issues, etc.). This validation must be made by a member of our company via service call. Affordable Appliance Solutions will **only** offer refunds if the appliance is not functioning properly. All refunds will be subject to a **10% restocking fee** on the selling price of the appliance(s).

Affordable Appliance Solutions LLC promises to issue all refunds via check. The amount refunded to the customer will be for the sale price of the appliance(s) less the restocking fee. All other charges and services are non refundable. For example, delivery and installation, dryer vent installation, water line hookups, as well as any other service provided aside from the sale of the appliance, are non refundable. Taxes associated with any non-refundable charge are also non-refundable.

SECTION 4: DOWN PAYMENTS AND HOLDS

In order for any appliance(s) to be reserved for customers, a **non-refundable** minimum down payment of **20%** must be made. The down payment is calculated based on the selling price of specified appliance(s). Affordable Appliance Solutions LLC will reserve specified appliances for a maximum of 30 days. After 30 days, the neglected appliance(s) will be put back up for sale.

SECTION 5: REFRIGERATION

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install a refrigerator, customer should expect this refrigerator to be: put into customer specified location (only if suitable for fridge to be placed in said location), hooked up to a pre-existing, appropriately fitting water line (if fridge requires a water line), and will be plugged into customer specified (non GFCI outlet) 110V-120V outlet which is receiving proper power supply.



For reasons that will protect the sealed system and compressor of the refrigerator, Affordable Appliance Solutions and the customer both promise to not plug in the refrigerator, under any circumstance, for at least 24 hours following the delivery and installation of said refrigerator. This cautionary measure is taken to ensure that the oil within the sealed system has been properly situated proceeding the disruption and commotion of the delivery process.

Some of the services not covered under the refrigeration warranties offered by Affordable Appliance Solutions LLC consist of:

Leaving the unit's door open causing frost buildup, Unit short cycling (i.e - condenser was not cleaned), Leveling, Ice maker with insufficient ice production due to improper water pressure to the refrigerator.

SECTION 6: HIGH EFFICIENCY WASHERS

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install a high efficiency washer, Affordable Appliance Solutions promises to: ensure the washer is leveled, is attached to leak-free water lines, is attached to a proper drain line and said drain line is properly plumbed, is receiving the proper voltage from the (non-GFCI, 110V-120V) outlet, and that the washer is not leaking.

For reasons that will both prolong the life of any high efficiency washer and ensure that the customer's home will not be damaged, Affordable Appliance Solutions LLC will not replace customer's pre-existing water lines if: water lines are too tight on the customer's washer water supply, the customer's washer water supply is damaged or corroded to the point where it cannot be turned off, or if there are any existing leaks in customer's water supply. If any of these issues with the customer's water supply exist, the customer will be held responsible for the necessary repair(s) to the water supply or associated plumbing. After said issues are replaced or repaired at the behalf of the customer, the customer should schedule a paid service call for Affordable Appliance Solutions LLC to verify or properly complete the installation of the washer hookup. **The washer will not be warrantied until its proper installation has been either completed or verified by Affordable Appliance Solutions LLC.**

Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of: Electronic Controls, Drain Pump, Gear Case, Actuator, Motor, Switches, Suspension*, Door Lock, Water Valve.



Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of: Strike, Door Bellows, Suspension*, Door Hinge, Belt, Bearings, Knobs.

Issues not covered under warranties offered by Affordable Appliance Solutions LLC consist of: Sud errors from improper soap usage, Drain problems from a clogged drain, Water lines from home to washer.

* Suspension is not covered if damaged from overloading the unit *

SECTION 7: MECHANICAL WASHERS

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install a mechanical washer, Affordable Appliance Solutions promises to: ensure the washer is leveled, is attached to leak-free water lines, is attached to a proper drain line and *said drain line is properly plumbed, is receiving the proper voltage from the (non-GFCI, 110V-120V) outlet, and that the washer is not leaking.

*Affordable Appliance Solutions LLC will NOT be held responsible for any leaks arising from the customer's plumbing after installation of any washer. Issues with customer's plumbing include but are not limited to: clogged drain pipes, damaged water lines, fittings or joints.

If a warranty call amounts to the discovery of a leak in a customer's plumbing, the customer will be charged a service call fee for our time.

For reasons that will both prolong the life of any mechanical washer and ensure that the customer's home will not be damaged, Affordable Appliance Solutions LLC will not replace customer's pre-existing water lines if: water lines are too tight on the customer's washer water supply, the customer's washer water supply is damaged or corroded to the point where it cannot be turned off, or if there are any existing leaks in customer's water supply. If any of these issues with the customer's water supply exist, the customer will be held responsible for the necessary repair(s) to the water supply or associated plumbing. After said issues are replaced or repaired by the customer, the customer should schedule a paid service call for Affordable Appliance Solutions LLC to verify or complete the installation of the washer hookup.

The washer will not be warrantied until its proper installation has been either completed or verified by Affordable Appliance Solutions LLC.



Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of: Transmission, Timer, Pressure Sensor, Motor, Coupler*, Clutch*, Water Valve, Switches.

Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of: Lid Switch, Strike, Coupler if broken from overloading, Clutch if worn from overloading, Dog Agits, Knobs.

Services not covered under warranties offered by Affordable Appliance Solutions LLC consist of: Not Applicable.

SECTION 8: ELECTRIC DRYERS

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install an electric dryer, Affordable Appliance Solutions promises to: ensure the dryer is leveled, is powered by a 220V outlet in good working condition, is receiving the proper power, is connected to a breaker of 30 amps or more, *is properly vented and said venting has proper air flow.

If the dryer venting does not have proper air flow, customers will have the option for Affordable Appliance Solutions to attempt to clean the venting for an additional charge. If the customer does not choose to have his/her venting cleaned, the customer is agreeing to void the dryer's warranty on any components or parts of the dryer responsible for heating. Customers are also aware that under extreme circumstances, clogged dryer venting is a fire hazard. If for any reason, a customer's clogged dryer venting is the cause of fire, smoke or fumes, Affordable Appliance Solutions LLC shall not be held responsible for any resulting damages.

Affordable Appliance Solutions LLC will never attach clogged dryer venting to a dryer. If a customer chooses to attach such venting, it is at his/her own discretion.

Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of: Timer, Thermostats*, Fuses*, Mechanical Rolling System (Drum, Wheels, Pulley, Belt), Motor, Push To Start, Igniter, Coils, Felt, Electronic Controls.

Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of: Lint Screen, Drum Fins, Door Switch, Door Strike, Knobs.



Not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Thermostats*, Fuses*, Unit not heating due to the vent being clogged.

*Fuses and Thermostat failure is not covered if found to be due to venting in the residence of installation being clogged.

SECTION 9: GAS DRYERS

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install a gas dryer, Affordable Appliance Solutions promises to: ensure the dryer is leveled, is powered by a 120V (non-GFCI) outlet in good working condition, is receiving the proper power, is attached to a natural gas or propane line with *proper fittings, sealant and torque, *is properly vented and said venting has proper air flow.

*Affordable Appliance Solutions LLC is only responsible for supplying the proper gas fitting to connect the dryer to the existing flex line. Affordable Appliance Solutions will NOT replace the customer's flex line or turn off any gas valves in a customer's home.

If the dryer venting does not have proper air flow, customers will have the option for Affordable Appliance Solutions to attempt to clean the venting for an additional charge. If the customer does not choose to have his/her venting cleaned, the customer agrees to void the dryer's warranty. Customers are also aware that under extreme circumstances, clogged dryer venting is a fire hazard. If for any reason, a customer's clogged dryer venting is the cause of fire, smoke or fumes, Affordable Appliance Solutions LLC shall not be held responsible for any resulting damages to the machine or customer's home.

Affordable Appliance Solutions LLC will never attach clogged dryer venting to a dryer. If a customer chooses to attach such venting, it is at his/her own discretion.

Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Timer, Thermostats*, Fuses*, Mechanical Rolling System (Drum, Wheels, Pulley, Belt), Motor, Push To Start, Igniter, Coils, Felt, Electronic Controls.

Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Lint Screen, Drum Fins, Door Switch, Door Strike, Knobs.



Not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Thermostats*, Fuses*, Unit not heating due to the vent being clogged.

*Fuses and Thermostat failure is not covered if found to be due to venting in the residence of installation being clogged.

SECTION 10: ELECTRIC RANGES

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install an electric range, Affordable Appliance Solutions promises to: ensure the range is leveled, is powered by a 220V outlet in good working condition, is receiving the proper power, is connected to a breaker of 50 amps or more.

Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Igniters, Valves, Elements, Electronic Controls, Switches, Probes, Motors, Locks.

Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Grates, Burner Caps, Drip Bowls, Knobs, Glass, Bulbs, Oven racks.

Services not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Issues associated with an unsatisfied electrical supply.

SECTION 11: GAS RANGES

Delivery and Installation: When a customer pays Affordable Appliance Solutions LLC to deliver and install a gas range, Affordable Appliance Solutions LLC promises to: ensure the range is leveled, is powered by a 120V (non-GFCI) outlet in good working condition, is receiving the proper power, is attached to a natural gas or propane line with *proper fittings, sealant and torque; all surface burners and oven burners are igniting.

*Affordable Appliance Solutions LLC is only responsible for supplying the proper gas fitting to connect the dryer to the existing flex line. Affordable Appliance Solutions will NOT replace the customer's flex line or turn off any gas valves in a customer's home.

- Parts covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Igniters, Valves, Elements, Electronic Controls, Switches, Probes, Motors, Locks.

- Parts not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Grates, Burner Caps, Drip Bowls, Knobs, Glass, Bulbs, Oven racks.



Services not covered under warranties offered by Affordable Appliance Solutions LLC consist of:
Issues associated with an unsatisfied electrical supply, gas supply.

ACKNOWLEDGEMENT

I, the customer, have read, understand, and acknowledge the terms and conditions outlined in sections 1 - 11 of this document. This binding document was provided to me by a member of Affordable Appliance Solutions LLC, the company that I have purchased my appliance(s) from. I have read and fully understand all of the terms and conditions provided to me by Affordable Appliance Solutions LLC, and how said warranties are affected by my decision to either accept or decline the delivery and installation services of Affordable Appliance Solutions.

Signed, _____

Dated _____

I, the employee of Affordable Appliance Solutions LLC, have provided the customer the opportunity to review the terms and conditions outlined in this document and have answered any proceeding questions to the best of my knowledge and ability.

Signed, _____

Dated _____
