

PRE-DELIVERY ADVICE FOR LARGE APPLIANCES



**PLEASE READ THIS
DOCUMENT CAREFULLY**



Dear Consumer

Please read this guide carefully in preparation of the scheduled delivery. 2 Man Home Delivery will be carrying out the necessary services on behalf of your retailer, please note that we are only permitted to carry out the services that you have paid for, please check your order to ensure that you have selected the services you require, for example, installation or disposal of your existing appliance. If you are unsure, please contact us immediately on 01889 59 77 44, our opening times are Monday - Friday: 9am - 5pm, excluding Public and Bank Holidays.

Please identify the product that you have purchased from the schedule below to confirm there is sufficient access throughout your property from the entrance to your designated room of choice to allow us to safely deliver your product.

If the product you have purchased is not listed within the schedule, contact us at info@2mhd.com quoting your name, order number and delivery post code for clarification of your product dimensions.

PRODUCT CODE	PRODUCT DESCRIPTION	UNPACKAGED WIDTH	PACKAGED WIDTH
256083	HAIER HB18FGSAAA FRIDGE FREEZER	68 CM	75 CM
295937	HAIER HB20FPAAA FRIDGE FREEZER	68 CM	75 CM
354918	HAIER HCR5919FOPG FRIDGE FREEZER	65 CM	72 CM
346032	HAIER HDR5719FWMP FRIDGE FREEZER	68 CM	74 CM
375367	HAIER HEFR3719FWMP FRIDGE FREEZER	68 CM	75 CM
356641	HAIER HSOBPIF9183 FRIDGE FREEZER	66 CM	72 CM
312145	HAIER HTF-540DGG7 AMERICAN FRIDGE FREEZER	65 CM	72 CM
256097	HAIER HTF-610DM7 AMERICAN FRIDGE FREEZER	74 CM	82 CM
265992	HAIER HTF610DSN7 MULTIDOOR FRIDGE FREEZER	74 CM	81 CM
349653	HISENSE RS694N4IIF PLUMBED WATER AND ICE SIDE BY SIDE	75 CM	78 CM
333268	LG GS1960PZVV FRIDGE FREEZER	74 CM	77 CM
253470	LG SIGNATURE LSR100 SIDE BY SIDE FRIDGE FREEZER SILVER	75 CM	82 CM
380605	SAMSUNG FAMILY HUB RS6HA8891SL/EU	72 CM	77 CM
378474	SAMSUNG MULTI DOOR FRIDGE FREEZER BLACK	72 CM	77 CM
350857	SAMSUNG RF23R62E3B1/EU FRIDGE FREEZER	79 CM	77 CM
350854	SAMSUNG RF23R62E3SR/EU FRIDGE FREEZER	79 CM	77 CM
382668	SAMSUNG RF50A5202B1/EU FRIDGE FREEZER	72 CM	77 CM
406373	SAMSUNG RL4363SBAB1/EU FRIDGE FREEZER	70 CM	75 CM
406345	SAMSUNG RS50N3513S8/EU FRIDGE FREEZER	74 CM	78 CM
399355	SAMSUNG RS67A8811S9/EU FRIDGE FREEZER	72 CM	77 CM
380603	SAMSUNG RS68A8830B1 SIDE BY SIDE	72 CM	77 CM
399350	SAMSUNG RS68A8830S9/EU SIDE BY SIDE	72 CM	77 CM
8208200	SHARP SJ-EX820F2-SL FRIDGE FREEZER	78 CM	85 CM

WHAT WE WILL DO

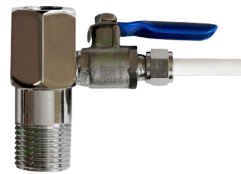
Upon arrival to your property, our delivery technicians will conduct a pre-delivery survey of the property and delivery point to confirm that the collection and/or delivery or delivery and installation can take place safely. If there are any visible issues for example, access restrictions or unsafe existing plumbing connections the delivery technician will advise you of the options available to you. Please consider all of the guidance presented to you in this document and contact your retailer or us directly to discuss any queries you may have.

WHAT WE NEED YOU TO DO

To facilitate the disposal of your existing appliance, please ensure that we are able to remove the appliance from your property without hindrance. The existing appliance should be in a state of disconnection from both the mains electrical and water connection points, free from any foods or liquids. We are unable to disconnect your existing appliance or remove any foods or liquids on your behalf when we arrive at your property. This should be completed well in advance of our arrival.

We advise you to carry out the disconnection of your appliance safely and to avoid any injury to yourself. If you do not feel confident or are unable to complete the disconnection, please seek the assistance of a qualified person, if this is not possible then please contact us immediately to discuss your delivery options.

It is important that you do not ignore this advice and allow the delivery to take place without notifying us of your position.



WE CANNOT CARRY OUT ANY OF THE DISCONNECTION PROCESS ON YOUR BEHALF



ENSURE THAT THE APPLIANCE FREE FROM FOOD, WATER AND ICE

DISCONNECTED FROM THE MAINS ELECTRICITY SUPPLY AND THE WATER SUPPLY AND FILTER CONNECTION FOR US TO CONNECT YOUR NEW APPLIANCE

PLACED IN A SAFE LOCATION TO THE FRONT OF YOUR PROPERTY FOR EASE OF REMOVAL BY OUR DELIVERY TECHNICIANS



WHAT WE NEED YOU TO DO

Ensure the product you have purchased will fit in your property and can be safely carried through to your desired room of choice by our delivery team without any risk of damage being caused. In the interest of the safety of our delivery technicians and protecting the product and your property from damage we require a minimum of 2.5 CM of space between the product and the door frame or wall.

In the event the product will safely not fit through your desired access route, our delivery technicians will survey your property to establish whether there is another safe and accessible route into your property, for example the rear entrance. Alternatively if another route is unavailable, you can request our delivery technicians unpack the product outside of the property and attempt the delivery if the entrance dimensions permit.

If the space available at your property between the unpackaged product is less than 2.5 CM on either side, you have the option to sign a disclaimer form allowing the delivery to be attempted by our technicians waiving your right to claim any damages from your retailer or 2 Man Home Delivery relating to any damage caused to the product or your property. It is important that you understand should you accept the damage waiver, and it remains not possible to take the product into your room of choice, it will be left at the most suitable point in your property. Alternatively, we will attempt to take it out of the property and place it into a garage or outhouse if you so desire. Please note once the disclaimer has been signed we are unable to remove the new appliance from your property and return it back to our warehouse.

PACKAGED PRODUCT



UNPACKAGED PRODUCT



**PLEASE MEASURE YOUR ACCESS
ROUTE ACCURATELY WITH CARE**

WHAT WE NEED YOU TO DO

Ensure the entire route from the entrance of your property to the desired room of choice is clear and free of any obstacles, for example;

- PLANTS / ORNAMENTS
- DOOR MATS / RUGS
- LAMPS / CONSOLE TABLES
- PAINTINGS / WALL MIRRORS

To comply with health and safety law and the in the interest of protecting of our employees from injury, our delivery technicians are prohibited from removing any safety clothing or footwear when entering your property. Your flooring should be protected with sufficient coverings to protect it from damage. Our delivery technicians carry disposable foot coverings and you may request that these are used when they are inside of your property as long as it is safe for them to do so, where no slip hazards are present.



HOW TO MEASURE YOUR ACCESS ROUTE



Ensure that your entrance door is fully opened to its maximum capacity before taking the measurements

Measure each doorway frame to frame taking into consideration and protruding door handles for door knobs that could decrease the width

Take note of and advise us of the number steps into the property and if there any parking restrictions outside of your property which could prevent the delivery from safely taking place.

Your delivery will be made using our fleet of ULEZ and EURO 6 emissions compliant Mercedes-Benz Luton vehicles equipped with electric tail lifts and safety equipment.

