



Kenmore® Appliance Home Delivery Checklist

Thank You for purchasing Kenmore® Appliances. Scheduling delivery is simple. Please help us meet your delivery expectations by following these three easy steps.

Three simple delivery steps

Step One - Verify Your Order: Call 1-888-329-7327

- ☛ Three business days (Monday - Friday) after your order has been paid for at the exchange or online, call the Military Customer Order Hotline to set up a specific delivery date for the item(s) you have purchased. The hours of operation are 8:30 AM - 6:30 PM EST Monday through Friday.
- ☛ Please have your name, phone number, and a mobile phone number for the final delivery address. This is also your chance to verify that all of the shipping information is correct, which includes the product model numbers, your delivery address and whether you require haul-away service. **THIS IS AN IMPORTANT STEP; unconfirmed orders are returned to the exchange and are cancelled after two weeks.**



Step Two - Confirm Your Delivery

- ☛ When confirming your delivery appointment in Step One, you will be given the phone number for your local delivery team.
- ☛ You can call your delivery team after 4:00 PM the day prior to the scheduled delivery; they can provide you with the delivery window. You may also receive a call on the day of delivery confirming the delivery time. *To reschedule your delivery for any reason, contact the local delivery team as soon as possible.*



LOCAL DELIVERY PHONE NUMBER:

Step Three - Hauling Away or Moving Your Old Appliance

- ☛ The delivery team will remove one appliance from your home for each appliance purchased, or move your old appliance to another room in your home. If the delivery team is moving an appliance, please be certain to completely clean it out.
 - ☛ Please note: Haul-away is available in most markets, and must be requested at the time of the initial order. Some municipalities allow curbside pick-up. Check with your municipality.
- Following this three-step checklist will help to insure that your new merchandise is delivered at a time when you are home.*



If Mechanical Service is required..... Call 1-888-507-9312

- ☛ If service is required after your purchase, please call the Military Service desk. You will be asked to provide your name, address, and model number, which can be found on the model number plate inside or on the appliance. It is important to call the Military Desk at 888-507-9312, Press "1". This group of service call-takers is trained to handle military exchange purchases.

Model Numbers:
