



Kenmore® Appliance Home Delivery Checklist

Kenmore Special Order Shipping Fees		*Pedestals will ship free when purchased with at least one front-load laundry pair. Pedestals do not count towards a 6 piece minimum Major Appliance order for the shipping fees to be waived. If pedestals are ordered alone, (not with a front-load laundry pair - two pedestals for one FL washer and one FL dryer on the same order), regular shipping fees apply. Shipping fees on orders with only pedestals will continue past the 6th piece as pedestals do not count towards a 6 piece minimum Major Appliance order. See Store Associate for further details.
Number of Items Ordered	Shipping Fee	
1st Appliance	\$50.00	
2nd - 5th Appliance	\$25.00	
6 or more Appliances	FREE	
Pedestals*	See Details	Thank you for purchasing a quality Kenmore® home Appliance.

Scheduling your Home Delivery is simple:

Please help us meet your Delivery expectations by following the three easy steps below.

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

- Three business days (Monday – Friday) after you have paid for your purchase 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. Their hours of operation are 8:00 AM - 8:00 PM EST Monday through Friday (excluding Holidays).
- THIS IS AN IMPORTANT STEP - unconfirmed orders may be cancelled after two weeks if a customer is unreachable. Please have the name, address and phone numbers listed on your order readily available. This is the step where you can verify that all of the shipping information on your order is correct, as well as the model numbers ordered, and whether you will require haul-away service. If applicable, (on select appliances) it would be best to know if you will require a 3 or 4 prong electrical cord.

Step Two – Confirm Your Delivery

- When confirming your Delivery appointment in Step One, you will be given a phone number for your local Delivery team. Please note this number in the space provided below for your reference.
- You may receive an automated message with your delivery window time frame the night before, but if not, you may wish to contact the Delivery call center between 6:00 - 9:00 PM the evening prior to your scheduled delivery date. By calling, a Delivery CSR can provide you with the delivery window of when you can expect the Delivery team to arrive at your Home. You may also receive a call on the day of delivery confirming the delivery time. To reschedule your delivery for any reason, contact the Delivery call center as soon as possible.

LOCAL DELIVERY PHONE NUMBER:

Step Three – Haul-Away or Moving Your Old Appliance

- Please note: Haul-away is available in most markets, and must be requested at the time of the initial order. Some municipalities allow curb pick-up. Check with your municipality.
- 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.

Following this easy three step checklist will help to ensure that your order is properly confirmed and scheduled, and that your new merchandise is delivered at a time that is most convenient for you.

If Mechanical Service is required.....

for Kenmore Appliances call: 1-888-507-9312

Kenmore Appliances purchased through Sears Contract Sales have an automatic one year warranty. If service is required for your appliance, please call the Sears Military Service Desk (for Kenmore branded products). Military customers should not contact Sears.com or a Sears Retail Store for Military Exchange/Sears Contract Sales purchases. When calling, follow the given prompts for Military customers, and a CSR will help you schedule a service call.