

Appliance Haul Away Service Requirements

Haul away must be requested during and completed at the time of the delivery of your new order.

Prior to haul away being completed, **the recipient is responsible for the following:**

- Disconnecting the old unit, including:
 - Unplugging from wall
 - Unhooking any water supply hoses from the unit **and** from the home
 - Unhooking any vents from the unit and the wall
 - Unstacking of laundry units
 - Uninstall laundry units from pedestals
 - Removing the item from any mounting hardware including anti tip devices and mounting brackets.
- Condition and specifications of the old unit, including:
 - Ensuring the unit is the **same size or smaller** as the unit being delivered
 - Ensuring the unit is the **same type** as the unit being delivered (e.g. range for range, washer for washer)
 - Ensuring the same number of units, or fewer, as being delivered are being hauled away
 - Cleaning the unit inside and out
 - Emptying the unit of all contents (contents cannot be retrieved once hauled away)
 - Ensuring the unit is kept inside the home or garage and not placed outside prior to haul away for sanitary reasons
- Safe removal of the old unit, including:
 - Measuring the path inside the home from the unit to the exterior door, including corners and doorways
 - Ensuring that the old unit can be removed without the delivery team having to remove the unit door(s) or property door(s)
 - Ensuring that the old unit can be removed without the delivery team having to lift the unit above their waist
 - Maintaining a clear, safe path free of any hazards both inside and outside the home
 - Ensuring no pets or children are in the path

In the event any of these requirements are not followed, haul away will be declined and cannot be rescheduled.

This service only includes the removal of your old unit from the delivery address. Once removed, the unit is now the property of the delivery company who may decide to dispose, recycle or resell. Units cannot be relocated within the home or to another address. In the province of Quebec, all cold appliances are recycled. The haul away unit(s) cannot be returned to you once removed.

***Haul away service is available for select major appliances; please check the "Shipping & Returns" section on the item's product page on Costco.ca prior to placing an order to see if this service is available. Haul away cannot be added to an item that does not offer this service on Costco.ca.**