



# TV/Monitor Trade-In

We have made the delivery/collection of your new trade-in TV/Monitor as easy as possible for you. This is what happens next.

**1. Scheduling the new TV/Monitor delivery:**

We will be in contact via text to book a date and time for the delivery of your new TV/Monitor. Please click the link and follow the prompts to complete the booking.

**2. Preparing the old TV/Monitor for collection:**

Before the delivery day, please prepare your old TV/Monitor for collection.

- a. Disconnect all cables and accessories from the old TV/Monitor and place in a bag.
- b. Remove the TV/Monitor from the wall or its stand. If the TV/Monitor is heavy or large, consider having someone assist you.
- c. Remove any wall mounts or brackets attached to the TV/Monitor
- d. Move the TV/Monitor to the ground floor or a location with easy access.

**3. Completing the delivery process:**

Delivery of your new TV is to the room/area of your choice. Please make sure easy access is available to this room/area.

**4. Handing over the old TV for collection:**

Once the new TV/Monitor is delivered, please hand over the old TV/Monitor to the driver.

**Please take the time to rate our delivery process.**

A link will be sent by text so you can rate our delivery process and provide any feedback.



# Washing Machine Trade-In

We have made the delivery/collection of your new trade-in Washing Machine as easy as possible for you. This is what happens next.

**1. Scheduling the new Washing Machine delivery:**

We will be in contact via text to book a date and time for the delivery of your new Washing Machine. Please click the link and follow the prompts to complete the booking.

**2. Preparing the old Washing Machine for collection:**

Before the delivery day, please prepare your old Washing Machine for collection.

**3. Clearing the Path:**

- Remove any obstructions around the Washing Machine to ensure a smooth exit.
- Make sure there's enough space for manoeuvring the appliance.

**4. Disconnecting Utilities:**

- Drain the washing machine to avoid spills during transport.
- Unscrew the hoses** from the back of the washing Machine. Place a bucket underneath to catch any water that may come out.
- Unplug the power cord from the electrical outlet.

**5. Preparing for Transport:**

- If the Washing Machine is heavy, consider having someone assist you.
- Slide or lift** the washing machine away from the wall.

**6. Securing the Drum** (if applicable):

Some Washing Machines have a locking mechanism to secure the drum during transport. Follow the manufacturer's instructions to lock it in place.

**7. Completing the delivery process:**

Delivery of your new Washing Machine is to the room/area of your choice. Please make sure easy access is available to this room/area.

**8. Handing over the old Washing Machine for collection:**

Once the new Washing Machine delivery is completed, hand over the old Washing Machine to the collection driver.

**Please take the time to rate our delivery process.**

A link will be sent by text so you can rate our delivery process and provide any feedback.



# Dryer Trade-In

We have made the delivery/collection of your new trade-in Dryer as easy as possible for you. This is what happens next.

**1. Scheduling the new Dryer delivery:**

We will be in contact via text to book a date and time for the delivery of your new Dryer. Please click the link and follow the prompts to complete the booking.

**2. Preparing the old Dryer for collection:**

Before the delivery day, prepare your old Dryer for collection.

**3. Clearing the Path:**

- a. Remove any obstructions around the Dryer to ensure a smooth exit.
- b. Make sure there's enough space for manoeuvring the appliance.

**4. Unplugging the Dryer:**

Unplug the power cord from the electrical outlet.

**5. Preparing for Transport:**

- a. If the Dryer is heavy, consider having someone assist you.
- b. Lay down protective materials on your floor (such as cardboard or blankets) to prevent scratches or damage during removal.
- c. Slide or lift the Dryer away from the wall.

**6. Completing the delivery process:**

Delivery of your new Dryer is to the room/area of your choice. Please make sure easy access is available to this room/area.

**7. Handing over the old Dryer for collection:**

Once the new Dryer delivery is completed, hand over the old Dryer to the collection driver.

**Please take the time to rate our delivery process.**

A link will be sent by text so you can rate our delivery process and provide any feedback.



# Fridge Trade-In

We have made the delivery/collection of your new trade-in Fridge as easy as possible for you. This is what happens next.

## 1. Scheduling the new Fridge delivery:

We will be in contact via text to book a date and time for the delivery of your new Fridge. Please click the link and follow the prompts to complete the booking.

## 2. Preparing the old Fridge for collection:

Before the delivery day, prepare your old Fridge for collection.

## 3. Clearing the Path:

- Remove any obstructions around the Fridge to ensure a smooth exit.
- Make sure there's enough space for manoeuvring the appliance.

## 4. Defrosting the Fridge:

- Unplug the Fridge from the power source.
- Remove all food items from inside.
- Leave the doors open to allow any ice to melt and facilitate easier handling.
- Ensure the fridge is wiped dry.

## 5. Disconnecting from Utilities:

- Unplug the power cord from the electrical outlet.
- If the fridge is plumbed in, shut off and disconnect the water supply (refer to your fridge instruction manual).

## 6. Prepare for Transport:

- Lay down protective materials on your floor (such as cardboard or blankets) to prevent scratches or damage during removal.
- Slide or lift** the Fridge away from the wall.

## 7. Completing the delivery process:

Delivery of your new Fridge is to the room/area of your choice. Please make sure easy access is available to this room/area.

## 8. Handing over the old Fridge for collection:

Once the new Fridge delivery is completed, hand over the old Fridge to the collection driver.

## Please take the time to rate our delivery process.

A link will be sent by text so you can rate our delivery process and provide any feedback.



# Vacuum Cleaner Trade-In

We have made the delivery/collection of your new trade in – trade up Vacuum Cleaner as easy as possible for you. This is what happens next.

**1. Scheduling the new Vacuum Cleaner delivery:**

We will be in contact via text to book a date and time for the delivery of your new Vacuum Cleaner. Please click the link and follow the prompts to complete the booking.

**2. Preparing the old Vacuum Cleaner for collection:**

Prior to the delivery day, prepare your old Vacuum Cleaner for collection. Place the Vacuum Cleaner into a box for collection.

**3. Completing the delivery process:**

When the new Vacuum Cleaner arrives, driver will hand over the new Vacuum Cleaner

**4. Handing over the old Vacuum Cleaner for collection:**

Once the new Vacuum Cleaner delivery is completed, hand over the old Vacuum Cleaner to the collection driver.

**Please take the time to rate our delivery process.**

A link will be sent by text so you can rate our delivery process and provide any feedback.