FAQs

Product

QUESTION: Do I find the same commercial appliances in a Costco Business Center as I would on Costcobusinessdelivery.com?

Answer: Most commercial appliances on our Costcobusinessdelivery.com site are only available at a local Costco Business Center.

QUESTION: How do I verify if the appliance is gas, propane, or another source?

ANSWER: Please reference the specification sheet attached to each specific item-page. Power sources may also be noted in the “Product Details” or “Specifications” tab of each item-page. If the information is not available, please e-mail bdspecialorder@costco.com for specifications.

QUESTION: How do I verify an appliances’ dimensions?

ANSWER: Please reference the specification sheet attached to each specific item-page. Dimensions may also be noted in the “Product Details” or “Specifications” tab of each item-page. If the information is not available, please e-mail bdspecialorder@costco.com for specifications.

QUESTION: What if I am looking for a different size?

ANSWER: If you see an appliance you want but not the correct size, please e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: What if I am looking for a different finish?

ANSWER: If you see an appliance you want but not the correct color/finish, e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: What if I am looking for a different door-style?

ANSWER: If you see an appliance you want but need a different door-hinge location, e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: What if I am looking for a different cooling system? (Standard or HC)

ANSWER: If you see an appliance you want but need a different cooling system, e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: What if I am looking for a range with a higher or lower BTU rating?

ANSWER: If you see an appliance you want but need a different rating, e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: How do I verify if an appliance is eligible for the "Energy-Star Rebate"?

ANSWER: Please call your local power provider or visit www.energystar.gov

QUESTION: What if I want something not showing on Costcobusinessdelivery.com?

ANSWER: Please e-mail bdspecialorder@costco.com for pricing and availability.

QUESTION: Who can I call to install my products?

ANSWER: Costco does not engage in the installation of commercial appliances and recommendations cannot be made at this time.

QUESTION: What if I find a better price online after my purchase?

ANSWER: It is our mission to continually provide our members with quality goods and services at low warehouse **prices**. As a wholesale company already offering competitive **prices** at the point of purchase, Costco does not **price match** with other retailers.

If you are not satisfied with your purchase simply return it to your local Costco Business Center or Costco warehouse for a full refund.

QUESTION: Do I get a refund on my delivery charge if I do not want the product after it has been received?

ANSWER: Yes, full refunds will be offered on all applicable returns.

QUESTION: What will void my warranty?

ANSWER: Residential-use of commercial appliances may void the warranty. Having work performed by a non-authorized repair person may void manufacturer's warranty. Please read warranty tab by item for any additional details.

QUESTION: Can I get an extended-warranty?

ANSWER: At this time Costco does not offer an extended warranty.

QUESTION: Do you have any of the accessories that go with the product?

ANSWER: See product specification sheets; some accessories may be available at costcobusinessdeliery.com

QUESTION: Do I need to purchase anything else to gain all functionality of this product?

ANSWER: See product specification sheets; some accessories may be available at costcobusinessdeliery.com

QUESTION: What are the requirements to make this product operate in my place of business?

ANSWER: Please reference the specification sheet attached to each specific item-page. Requirements may also be noted in the “Product Details” or “Specifications” tab of each item-page.

QUESTION: What if an item shows “Out of Stock” on Costcobusinessdelivery.com.

ANSWER: Please call a Customer Service Representative at 1-800-788-9968.

QUESTION: What if my item is damaged?

ANSWER: If damage is discovered upon delivery, refuse delivery and take pictures of the damage. Pictures must include the entire item and specific area of damage. Call a Customer Service Representative at 1-800-788-9968 to coordinate a refund.

QUESTION: What is the Costco Return Policy?

On Membership: We will refund your membership fee in full at any time if you are dissatisfied.

On Merchandise: We guarantee your satisfaction on every product we sell, and will refund your purchase price, with the following exceptions:

> Electronics: Costco will accept returns within 90 days (from the date the member received the merchandise) for Television's, Tuner-Free Displays, Projectors, Major Appliances, Computers, Touchscreen Tablets, Cameras, Camcorders, MP3 players and Cellular Phones.
> Diamonds: 1.00ct or larger: Members returning a diamond over 1.00ct must also present all original paperwork (IGI and/or GIA certificates) at which time they will

receive a Jewelry Credit Memo. Within 48 hours, our Costco Graduate Gemologist will inspect for authenticity.

Cigarettes and alcohol: Costco does not accept returns on cigarettes or alcohol where prohibited by law.

Products with a limited useful life expectancy, such as tires and batteries, may be sold with a product-specific limited warranty.

Special Order Kiosk and Custom Installed Programs: Custom product(s) manufactured to our member's personal and unique specifications cannot be returned or refunded, except for warranty repair/replacement due to failure to meet specifications.

*The manufacturer warranty is extended to two years on televisions, major appliances and computers (excluding touchscreen tablets) from the date the member received the merchandise. Please call Costco Concierge Services technical support at 1-866-861-0450 for warranty assistance.

QUESTION: How do I return my order?

ANSWER: If you have already received your order, call a Member Service Representative at 1-800-788-9968 to coordinate a refund.

QUESTION: Who is the warranty through?

ANSWER: Please reference the manufacturer's warranty card where applicable.

Shipping

QUESTION: Does Costco charge for shipping commercial appliances?

ANSWER: Yes, prices on our website include Curbside delivery. Other delivery options will be discussed when we call to confirm your delivery.

QUESTION: What is Curbside delivery?

ANSWER: **Curbside** delivery is a drop off at the member's receiving dock, entrance, or driveway. Cost of **Curbside** is included on our website. The estimated time of delivery is 1-5 business days.

QUESTION: Do I have other delivery options?

ANSWER: We do have other delivery options available, which will be discussed when you're contacted by our Member Service Representative to finalize your order.

QUESTION: Who will deliver my commercial appliances?

ANSWER: We use our Costco Business Center delivery trucks or our Costco-preferred carrier to deliver your commercial appliances.

QUESTION: When can I expect my order to arrive?

ANSWER: All products are delivered within 1-5 business days by our Costco delivery truck or Costco-preferred carrier (Commercial address only) - Monday thru Friday, excluding holidays.

QUESTION: Can I get my delivery on a Holiday?

ANSWER: This option is not available.

QUESTION: What if I cannot take delivery during the week?

ANSWER: Weekend deliveries are not an option at this time.

QUESTION: What if I cannot take delivery all at once?

ANSWER: A Member Service Representative will follow-up within 6 business hours to verify your preferred method of delivery and date of each delivery. Additional fees may apply to multiple delivery dates.

QUESTION: What if I need to reschedule my delivery?

ANSWER: A Member Service Representative will follow-up within 6 business hours of placing your order to verify your preferred date of delivery.

QUESTION: Who can receive my order?

ANSWER: Deliveries are generally made between the hours of 8 a.m. and 5 p.m. excluding Holidays (Local Time-Zone). They require you or a representative (Must be of legal age - 18 yrs or older) to be present when your item(s) are delivered. All items require a signature at time of delivery.

QUESTION: Can I cancel my order?

ANSWER: A Member Service Representative will follow-up within 6 business hours to verify your preferred method of delivery. All cancellations made after the initial service call will need to be directed to our Member Service Representatives before the day of delivery.

If your order has already shipped or delivered and you want to cancel or return, please contact our Member Service Representatives to coordinate a refund.

QUESTION: How can I check the status of my order?

ANSWER: Call a Member Service Representative at 1-800-788-9968 to verify delivery status.

QUESTION: How much would I save by picking up from a local warehouse?

ANSWER: You would not be charged the Curbside delivery fee and savings varies by item.

Purchasing

QUESTION: Will I pay sales tax on my commercial appliance?

ANSWER: Sales tax will be charged on all non-food items included on a delivery order. The sales tax rate is applicable to your delivery address and will be used to calculate the appropriate tax amount. Total sales tax due for your order will be displayed at checkout.

QUESTION: Can I buy commercial appliances for resale?

ANSWER: Yes, if products are being purchased for resale, your local Costco Business Center must have a copy of your resale certificate on file. Please contact our Member Service Representatives at 1-800-788-9968 to enable your account for resale or for more information. Member Service Representatives are available Monday through Friday 8 a.m. to 5 p.m.

QUESTION: Who can purchase commercial appliances on Costcobusinessdelivery.com?

Answer: All Costco members can buy online but commercial appliances can only be delivered to business-zoned zip codes. In some cases, non-commercial use of appliances will void manufacturer's warranty.

*** The delivery area is defined by zip codes. To determine if your business is eligible for delivery, select "Set Delivery ZIP code" in the top left above the logo.*

** (Delivery is not available in Alaska, Hawaii or Puerto Rico)

QUESTION: What forms of payment are accepted in Costcobusinessdelivery.com?

ANSWER: You may pay with debit card, VISA, MasterCard or Check. Purchases made with the Costco-Citi Visa credit card accumulate 2% as a part of your annual rebate. We do not accept cash, cash-card or Membership Executive Rewards. Debit card payments are subject to the conditions of the bank.

QUESTION: What if I want to pay with cash or cash-card?

ANSWER: At this time we cannot accept these forms of payment for delivery orders.

QUESTION: Do I get a rebate for the purchase of my appliance(s)?

ANSWER: Yes, 2% rebates apply to purchases made with a Costco-Citi Visa card.