



CODY'S
APPLIANCE REPAIR

938-1066 * 375-1767

Pre-Service Consumer Checklist

Prior to your appointment, we ask that you take a moment to prepare for your service technician. This will ensure that your repair experience is a positive one.

Remember, we are here to serve YOU!

- Have information about age of the unit and possible warranty or extended warranty paperwork available for technician. If the unit is under one year, the manufacturer will require proof of purchase, in the form of a receipt. Please notify the office if this is a problem. We are here to help!
- Have information ready about what the appliance is doing or not doing, past and present.
- Have repair history available, if possible, if you had used another service company for prior repairs on the unit.
- Make sure the machine is accessible to the technician for inspection and repair. Please contact the office prior to your scheduled appointment if the unit is stacked or has known accessibility problems.
- Per company policy, the responsible party at the home must be 18 years or older for the technician to enter the home.
- Responsible party at the home must be able to give an okay for any repairs and remit payment at the time of service,
- Make sure you are available by phone, to confirm that you are home and expecting our technician. If your plans change, please contact our office immediately, so we can better accommodate your schedule.
- If an invoice has been left at the home, the bill is due and payable immediately.
- We love your pets! However, if your animal may react adversely to the technician's presence, please move the pet to another area of the home.
- Our company is here to serve you! If you have any questions about your appliances or have any additional issues, please do not hesitate to ask.