



EEA REFRIGERATOR REPLACEMENT PROGRAM

THINGS TO REMEMBER

- **You must currently have a qualifying refrigerator in your home.**
- **Most applicants will receive an 18-cu. ft. refrigerator. This is a very standard size. Exceptions are made for clients who need smaller refrigerators due to kitchen size, or families who have a very large refrigerator (20 cu. ft. or more).**
- All refrigerators offered are **WHITE**, with the freezer on top. No ice maker. No exceptions.
- **One refrigerator per DTE Account.**
- **This refrigerator will not have a water dispenser in the door.** If you currently have a water dispenser, please make sure that the water line is disconnected before a partner distributor (Lowe's) arrives.
- EcoWorks will replace your refrigerator based off your measurements recorded on this application.
- When we move out the old refrigerator, you may find floor damage from your old refrigerator. **EcoWorks, DTE, and Lowe's are not responsible for floor damage.**
- Our partner distributors will deliver the refrigerator and haul away the old refrigerator. **You may not keep the old refrigerator; it must be taken away to be recycled.**
- Partner distributors will schedule an appointment to replace the refrigerator by phone one day before delivery.
- The delivery days are from Wednesday – Saturday.
- The delivery will be between 7AM – 7PM on the delivery date. Please note that there cannot be given a specific timeslot.
- Your new refrigerator may have smaller dimensions than your previous one and may leave slightly more space within the opening area of the refrigerator. **This is due to newer technology and does not mean that the inside of your new refrigerator is any smaller than the old one.**
- You must also specify whether the hinges on the refrigerator door are located on the left or the right. **If you have double handles, you must specify which you prefer, left or right.**
- You will have to agree on a delivery time with our partner distributors. You must empty your refrigerator and freezer one hour before a distributor arrives.
- You must answer the phone when a distributor calls. If you do not respond to the calls, you may forfeit your place in line. Your phone will not recognize a delivery number from our partner distributors, however, Lowe's typically calls from (313) 633-2961 or (313) 633-2989, so you can look out for these numbers.
- **WARRANTY: Your refrigerator will come with a Lowe's one-year parts and labor warranty against manufacturer defects. For refrigerators delivered by Lowe's, please call [1-800-374-4432](tel:1-800-374-4432). Please DO NOT call EcoWorks about warranty or repair issues as we are not responsible.**

