

## FAQS

**You have questions? We have answers.**

### **Q: Which Air Conditioner is right for me?**

A: To calculate the approximate size air conditioner right for your space, use the following formula: multiply your room length by width and choose the AC with the corresponding result. If you don't like math—simply reference our [\(hyperlink to AC Product List Page\)](#) which can help you decide.

### **Q: How long do I get to keep my AC?**

A: We want to make sure you stay comfortable throughout the summer, and in New England's climate that can be tricky! This is why our standard rental lasts until October 31st (USA) or September 15<sup>th</sup> (CDN).

### **Q: How does weekly price work?**

A: We offer a Weekly Rate so you can get the unit you want, when you want it and for as long as you want. The only requirement we have is that you must keep the unit for a minimum of one month. After that, you can return it anytime you want (before the end of the Rental Agreement) (Only applies to the Canadian market)

### **Q: I want to pay the weekly amount but I do not want to pay the delivery install and pickup fee. Can I do this myself?**

A: Absolutely! After you place your order our AC Specialists will reach out to you to set a date and time for you to pick up the rental unit at the Danby Outlet Store in Guelph.

### **Q: I've placed my order, now what...?**

A: One of our amazing AC Specialists will be in contact with you to give you a specific time and date in the range you selected. Next, our professional installers will arrive and install your unit(s) in your window(s) of choice. Then, you are all set to **cool** down and enjoy the summer!

### **Q: If something is wrong with my AC, who do I call?**

A: Danby air conditioners are known for quality and reliability. In the case something does happen or your unit stops working, don't sweat it! Our installers will come and replace your air conditioning unit. In order to set that up, give our AC Specialists a call at (USA) 1-800-637-7567 or (CDN) 1-855-269-5424

### **Q: How can you help me install or remove my ac?**

A: We'd love to help! Please reference our [\(hyperlink to AC Products List Page\)](#) for those who own an AC but may need us for the heavy lifting. Just choose that option and we'll take care of it for you. (Applicable to US market only)

**Q: I'm interested in renting a bulk of units, who should I call?**

A: If you're interested in renting or purchasing several units- contact our AC Specialist for orders containing 5 or more units. He may be able to get you a **COOL** price! You can reach him at 1-800-637-7567 ext. 2622 (USA) or 1-855-269-5424 (CDN)

**Q: The summer is over but I really want to keep my AC, do I HAVE to give it back?**

A: We'll let you keep it...for a **CHILL** price. Just give us a call and we'll let you know about our End-of-Summer purchase options.

**Q: How soon can I get my order?**

A: Your AC will arrive within 3-5 business days. One of our AC Specialists will be in touch with the exact day and time shortly after you place your order.

Need it sooner? We'd be happy to work with you for a one-time fee of \$75. (Applicable to US market only)

**Q: Whoops, I changed my mind; I want to cancel my order?**

A: We're happy to reschedule or cancel appointments with at least 1 business day notice of the scheduled appointment, free of charge. Appointments that are rescheduled or cancelled within 1 business day are subject to a \$25 cancellation fee. If we are unable to reach you at the time of your appointment, you will be charged a no-show fee of \$75.

Call our **cool** AC Specialist at 1-800-637-7567 (USA) or 1-855-269-5424 (CDN)

**Q. Everyone says that they care about customer service as a priority, what qualifies you as such an expert in this area?**

A. Danby has over 70 years of experience in the appliance industry and offers exemplary customer service specialists to assist you with your **COOL** requests.