

PURCHASE ORDER# _____
CUSTOMER NAME: _____

P.O. Box 23497, Knoxville, TN 37933
Toll Free Facsimile: 800-515-1747
Customer Service: 800-515-1747 ext. 5

CUSTOMER DELIVERY INSTRUCTIONS

PREPARING FOR DELIVERY

Before ordering your spa carefully read the entire Pre-Delivery Guide and Owner's Manual to ensure proper delivery, positioning and installation. After Spa / Swim Spa are shipped no returns will be issued. This falls under our custom order policy and each Spa / Swim Spa is custom made for you.

- Your spa will be shipped Factory Direct to your location specified on order.
- The delivery terminal will call you when your item arrives to schedule a delivery appointment.
- Delivery is subject to change due to unforeseen circumstances.
- Do not schedule an electrician on the day of delivery.
- Your item will be delivered VIA freight truck and it is the customer's responsibility to unload the spa. This may require a moving company, forklift, or a flatbed truck to remove spa, any or all of these services are the customer's responsibility to provide.
 - Extraordinary delivery requirements may necessitate an additional fee to the customer.
 - Please note any damage to the item or packaging on the delivery receipt "bill of lading"
 - Customer is responsible to confirm the delivery site with shipping company, making sure shipper has easy access with no delivery restrictions, regulations or special conditions that prevent access to the delivery site.
- Check with your local building/zoning authority and neighborhood association for permit and other requirements. Most cities and counties require permits for inground exterior construction and electrical. In addition, some communities have codes requiring residential barriers.

DELIVERY

- This is a factory direct shipment direct to your home. This service does not include: Unloading of Swim Spas and Spas "some spas can be placed curb side if small enough" set up or assembly of items. Some spas such as Swim Spas and the Kidney Spa that are too large to remove or awkward to remove by lift gate will require additional assistance, to be provided by the customer. Please have Crane "or sufficient fork lift ect." arranged when your Spa / Swim spa arrives.
- Upon delivery please inspect your item(s). You will be required to sign a Proof of Delivery receipt. Note any damages on the bill of lading: damages not noted will not be covered.
- A signature is required for all deliveries; the driver is unable to complete delivery without a signed delivery receipt.
- Spa delivery will be attempted based on the information you provide during your phone call with the carrier. If delivery is not possible on the first attempt due to poor accessibility or missed appointments, there will be an assessed a fee, to be payable to the local carrier, if rescheduling is necessary.

ACCESS & CLEARANCE

- Customer is responsible for clear access from the delivery vehicle to delivery site.
- ***Crane Service is not included in the price of the product. If a crane is required for delivery the customer agrees to pay this fee, in full, at the time of the service. Customer is responsible to coordinate Crane Service if necessary and all costs are the Customer's responsibility.***

Customer Acceptance - Customer acknowledges receipt of the above delivery instructions and agrees with the conditions listed above. This agreement must be signed and returned VIA facsimile or email before your order will be processed. The Customer acknowledges that the following conditions are required for free curbside delivery. In return you will save thousands of dollars!

Thank you,

DATE: _____ SIGNATURE: _____

*Email this form to sale@poolwarehouse.com or fax to 800-515-1747.