

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 Swim Spa will be shipped Factory Direct from the manufacture to a Local Terminal, customer is responsible to hire a company with crane and fork lift to unload and setup the Swim Spa. See unloading page*
- The delivery terminal will call you when your item arrives to schedule an appointment.
- Delivery is subject to change due to unforeseen circumstances.
- Do not schedule an electrician on the day of delivery.
 - 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"
- 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 you're your local terminal. This service does not include: Unloading of Swim Spas and Spas set up or assembly of items. 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.



unload swim spa.pdf

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ACCESS & CLEARANCE

- Customer is responsible for clear access from the delivery vehicle to delivery site.
- ***Unloading Crane Service is not included in the price of the product. A crane fork lift 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 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.