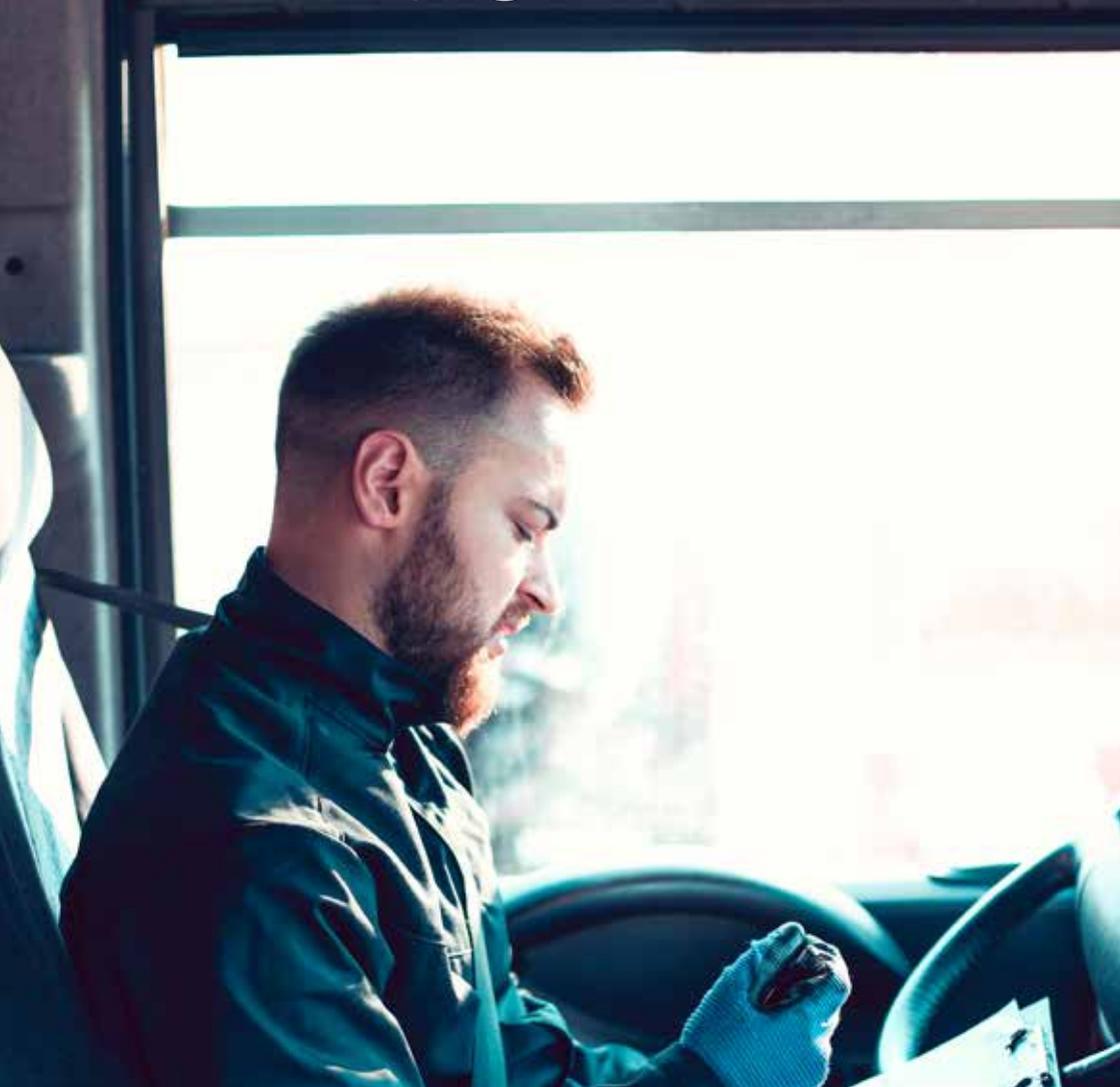




Kerbside delivery guide



GREAT NEWS ON YOUR NEW SPA PURCHASE.

Thank you for your order. This document is a basic guide to ensure you fully understand the delivery process and your delivery goes as well as possible. Please read through points below regarding delivery of your products

If you have any questions or queries regarding this guide or delivery of your product then please get in touch. You will find our contact information at the bottom of this guide.

Kerb side Delivery

The delivery is Kerb side and the product will be delivered to your nearest kerbside by pallet. You are liable to take the pallet into the property yourself. The delivery driver is not insured to enter your property or land and will not agree to any request to take any product onto your property.

Delivery date and re delivery

When agreeing to a delivery date please ensure you will be available to take delivery on this date, otherwise this could result in a re-delivery charge payable by the customer.

When agreeing a delivery date, please be aware the delivery will take place between 9 and 5. We ask the delivery company to give you a call 1 hour before they arrive but we cannot guarantee this.

If you are not available to take delivery on the date agreed and an attempt is made to deliver your product, you will be charged £99 for re-delivery of a standard pallet or £149 for a double pallet. This will be payable before we re-attempt delivery.

Signing for your order

When the delivery company arrives at your property, you have a 15 minute slot. Please ensure you check over the contents of your order.

You will then be required to sign for your order. Please only sign delivered as clean on point of delivery if you are 100% happy with how your product has arrived.

If for any reason there are any obvious damages, please sign for the delivery as damaged.

Returns

If you would like to return any kerb side delivered product, please pack your parcel up securely, preferably using its original packaging, but removing the delivery label.

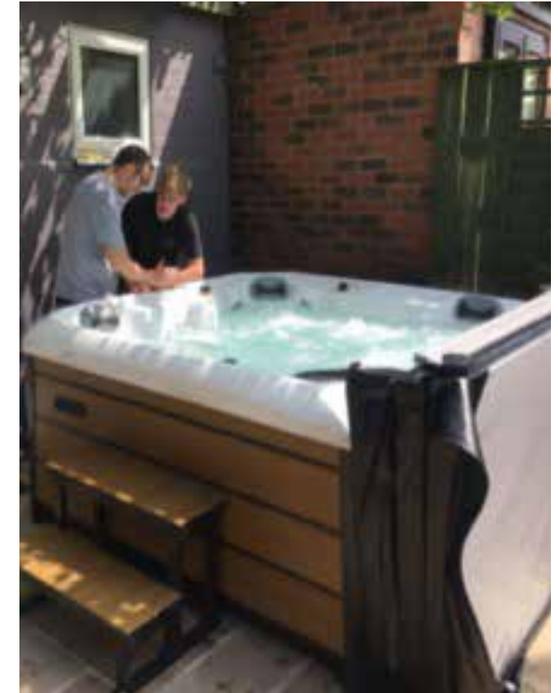
If your order was delivered "Kerb side", it will need to be available for kerb side pickup.

If there is nothing wrong with your product yet wish to return, you will be liable to pay a collection fee. Please call us for a quote.

Our friendly and reliable team are on hand to help, with any issue big or small so please do not hesitate to con-tact us.

Our office opening hours are:
Monday to Friday 9am—5pm

Saturday 9am—2pm



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