



## CURBSIDE DELIVERY INSTRUCTIONS & AGREEMENT

1735 S. Baker Ave., Ontario, CA 91761

Customer Service 866-961-7727 Fax (909) 947-9331

<b>Name</b>	<b>Order #:</b>
<b>Address</b>	
<b>Phone</b>	<b>Alternate Phone:</b>
<b>Email</b>	

**Please read this C.D.I.A. carefully to ensure smooth delivery of your hot tub.**

This agreement must be signed and returned via fax or email before your order will be processed.  
Please review your Owner's Manual on [aquaterraspas.com](http://aquaterraspas.com) prior to freight carrier's call.

**The buyer acknowledges that the following conditions are required for free curbside delivery:**

1. Your spa is 115v. and can be plugged into any standard outlet.
2. All required city/subdivision permits are the responsibility of the spa owner.
3. All spas require a level cement slab or deck, capable of uniformly supporting the spa.
4. Buyer's signature is required at the time of delivery.
5. Extraordinary curbside delivery requirements may require extra fees payable by buyer to the carrier.
6. Your street must accommodate a truck (up to 65' long) or inform carrier to provide smaller vehicle.
7. Delivery will be Monday through Friday.
8. Delivery will be made to the curb at the end of the driveway **ONLY. NO EXCEPTIONS.**
9. Freight carrier will call buyer to schedule a delivery appointment.
10. It is buyer's responsibility to inspect spa prior to delivery agent's departure.
11. If the spa appears to be damaged in any way, note the damage on the freight bill and call Aquaterra.
12. Drivers do not bring spa into house, garage, backyard, etc. **This is the responsibility of buyer.**
13. Spa is not unpackaged or set-up. **This is the responsibility of the buyer.**

**SPA DELIVERY:** Deliveries 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 a manufacturer assessed daily storage fee, and/ or redelivery charge payable by the buyer to the local carrier, if rescheduling is necessary.

**RETURNS:** In the event the product is returned it must be sent back in original manufacturer's packaging and crating materials including the original invoice and placed on a pallet and put on curb for pickup. Electrical disconnect charges are the responsibility of the buyer. Returns must be preapproved by factory. If original scheduled pick up is not possible due to buyer's failure to meet outlined return requirements, additional fees may be assessed to buyer.

**Buyer Acceptance- Buyer acknowledges receipt of the above delivery instructions and agrees with the conditions listed above.**

**Signature:**

**Date:**

Please fax back to: 1-909-947-9331

**TO AVOID HAVING ORDER DELAYED AND/ OR CANCELLED CURBSIDE DELIVERY INSTRUCTIONS MUST BE SIGNED AND RETURNED WITHIN 72 HOURS OF IT'S RECEIPT.**