



## Curbside Delivery Instructions & Agreement

[Customer Service Center](#)

Hours: Mon - Fri 8:00am - 4:30pm

Toll Free (855) 225-7721 Fax: (909) 629-3890

Email: [customerservice@american-spa.com](mailto:customerservice@american-spa.com)

\*PLEASE PRINT

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

**PLEASE READ THE DELIVERY INSTRUCTIONS TO ENSURE PROPER DELIVERY, POSITIONING AND INSTALLATION.**

This agreement must be signed and returned via fax or email before your order will be processed. Please read the entire Pre-Delivery Guide and Owners Manual prior to delivery of your hot tub located at [www.american-spa.com](http://www.american-spa.com).

Delivery to remote areas including islands will incur additional charges, which are the responsibility of the member. Please contact American Spas™ at (855) 225-7721 to receive a quote prior to placing your order.

**Curbside delivery**, at the end of your driveway, is included in the price of your American Spas™ Hot Tub. Your hot tub is packaged in heavy-duty packing materials, enclosed in a sturdy crate and arrives on a wooden pallet for your spas protection.

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

1. Your street must be free and clear of any obstructions such as low hanging trees and power lines and must accommodate a truck (up to 65" long) or inform the carrier to provide smaller vehicle.
2. Delivery agent will call to schedule a convenient delivery appointment. Deliveries are Monday thru Friday.
3. Delivery company will offload your hot tub item to the curb at the end of your driveway. **NO EXCEPTIONS**
4. Drivers do not bring the hot tub into the house, garage, backyards, etc. - **this is the responsibility of the buyer.**
5. It is your responsibility to inspect merchandise before signing acceptance and delivery agent's departure.
6. If the merchandise appears to be damaged in any way, please note the damage on the freight bill. This will aid in the return/replacement process or you may refuse the delivery.
7. Merchandise cannot be delivered without a signature.
8. Extraordinary delivery requirements will necessitate an additional fee to the carrier. The estimated delivery time will be approximately 2 - 4 weeks from the time of order.
9. All hot tubs require a compacted and level surface to accommodate the full weight of the spa, water and number of people in the spa. Consult the Pre-Delivery Guide for ground transportation.
10. All required city/subdivision permits are the responsibility of the hot tub owner.
11. Electrical Requirements: All 240V hot tubs must be permanently connected to the power supply. The electrical circuit must be installed by a certified and licensed electrician. Do not schedule an electrician **on the day of delivery**. Delivery is subject to change due to unforeseen circumstances

**\*NOTE: Hot tub 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 appointment, there will be a manufacturer assessed daily storage fee, and/or re-delivery charges payable by the buyer to the local carrier, if rescheduling is necessary.

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

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

\*Email this form to [customerservice@american-spa.com](mailto:customerservice@american-spa.com) or fax to (909) 629-3890.

**TO AVOID HAVING ORDER DELAYED AND/OR CANCELLED CURBSIDE DELIVERY, THESE INSTRUCTIONS AND AGREEMENT MUST BE SIGNED AND RETURNED WITHIN 72 HOURS OF ITS RECEIPT.**