



Curbside Delivery Information

Customer Service Center

Hours: *Mon—Fri 7:30 am—3:30 pm*

PST Toll Free: 1-877-483-1606

E-mail: customerservice@divinehottubs.com

PLEASE READ CAREFULLY TO ENSURE SMOOTH DELIVERY OF YOUR SPA

Curbside delivery service provides delivery of your item(s) to the curb at the end of your driveway.

This service does not include set up or assembly of items or removal of packaging materials.

1. Your street must be free and clear of any obstructions, such as low hanging trees or power lines, without sharp turns, and must accommodate a truck as large as 53' long and 14' high. If your street does not meet this requirement, delivery will necessitate other arrangements.
2. Your item may be shipped to a local delivery terminal. The Delivery Agent will call you soon after your item arrives to schedule a delivery appointment. *YOUR HOT TUB WILL NOT BE DELIVERED UNTIL YOU SPEAK WITH THE DELIVERY AGENT AND SCHEDULE A DELIVERY APPOINTMENT.*
3. Your item will be delivered on a lift gate truck or supplementary vehicle and will be taken off the truck by the Delivery Agent. The Delivery Agent will not move the item to your backyard.
4. Please inspect your item(s). You will be required to sign a Bill of Lading. Please note any visible damage to the item or packaging on the Bill of Lading. If refusing delivery due to damage, please note: "refused due to damage" on the Bill of Lading. Please remove the packaging and complete inspection for concealed damage within 5 days.
5. A signature is required for all deliveries; the driver is unable to complete delivery without a signed delivery receipt. You or another authorized person must be home during delivery.

Please note: if you live down a road or driveway that the delivery truck cannot access without causing damage to the truck or surroundings, we will be unable to complete delivery to curbside.