

Delivery Guide

Maya Bath works to ensure that your new steam shower, bathtub, vanity or replacement spare part arrives quickly and safely after ordering. All items listed are in stock and ship within 48 hours. If an item is out-of-stock, we will provide you with an accurate lead-time so that you may plan accordingly. If you still have questions regarding delivery, simply call 800-518-5242 or email sales@Mayabath.com

How does my product arrive?

Large items such as our steam showers, bathtubs and vanities will arrive on a large wooden pallets unless otherwise stated. The goods will be delivered on your driveway or similar ensuring that the goods are as close as possible to your property. Please ensure that someone is present at the delivery location to sign the delivery receipt.

What should I do when my product arrives?

Every effort is made by our warehouse team to ensure that your item arrives safely without damage. However, the very nature of transit can present unwanted issues that we are here to help you with. When your item arrives please complete the following checks:

- Before signing for the items, check for external damage to the packaging
- Report any external damage to the driver and give details on the delivery acceptance notes
- If you require a replacement part, contact us to arrange a replacement
- We will aim to provide replacements within 48 hours

How long will my delivery take?

Maya Bath works closely with our suppliers to ensure that all stock is available to dispatch as quickly as possible and we aim to deliver your product within 4-6 business days.

If an item is out of stock, you will be provided with a lead-time indicating how long it will take for us to acquire your goods. Lead-times can vary from 1-3 weeks depending on our suppliers and current demand. If you require a product by a particular date, please do not hesitate to let us know – We will always do our best to meet your needs.

How to take the unit inside through doorways?

All of our Steam Showers, Bathtubs and vanities will go through any doorway of 28 inch or wider so that the items can be taken inside the desired room without any complication.

Reputable Delivery Service

With each part you order from Maya Bath, you can ensure that your part will arrive quickly and safely. Our warehouse takes special care and attention when packaging your part to guarantee the condition of the part during transit. When using courier services, we are able to track your item during transit. If your item has not arrived within the expected arrival time, simply call us and we will do our best to locate it for you.