

## Flatbed Shipping Policy

Some of our larger saunas are too big to be safely transported and offloaded with our common carriers. As such, we ship these larger models on a dedicated flatbed rig to ensure your sauna arrives in perfect condition. The following units ship in this manner:

- Barrel Saunas
  - Seneca, Charleston, Huntington, Princeton, Grandview, Lewisburg, Phoenix, & Shenandoah
- Cabin Saunas
  - Timberline, Legend\*, Appalachia, & Allegheny
- Indoor Saunas
  - Olympus, Nordic 6 Wall, & Nordic 6 Corner
- Hot Tubs
  - Kirami, Serenity, Sindri, & Legend

\*requires crane for offloading

### Offloading

Our drivers are top-notch and will do anything in their power to assist you with offloading, but it is not their obligation. Offloading is *your* responsibility, and can be done in several ways:

- **Option 1 (most common):** A team of 2-4 able-bodied people can easily break down the sauna package and offload the components piece-by-piece in 1-2 hours. The driver will access the requested location as close as possible, and you and your team of individuals can offload there.
- **Option 2 (more common):** Deliver to an address with a forklift. This can be a business address or other location with access to a forklift. This will save you and the driver time from having to offload the unit piece-by-piece. When it's convenient for you, you can then load the sauna onto a trailer to transport the unit to the site of installation.
- **Option 3 (less common):** Rent a forklift to have on site when the driver delivers. The driver will be in contact with you throughout your sauna's transit to give you a precise ETA so you can schedule the forklift rental.

### Ship-Times

We often schedule our flatbed drivers 1-2 months in advance. Please be aware that the average lead-time for the models listed above is 4-8 weeks. However, rushed shipping can be discussed with the sales and service staff. Regardless, you will receive a call 1-2 weeks prior to delivery to ensure you are aware of the delivery timeline.\*\* Due to limited space availability, we ask that you do everything in your power to accept the delivery of your sauna at the timeframe we establish to avoid significant delays in rescheduling your delivery.

**\*\*Shipping dates are subject to change due to unforeseen circumstances that affect our flatbed delivery schedule. We will notify you of any delays in shipping.**

### **Inaccessible Locations**

While rare, if the driver deems the original delivery address to be inaccessible with their trailer, you must be able to meet the driver at an alternative location that is more conducive to a successful and safe delivery. In this circumstance, we advise renting a trailer and parking next to the delivery driver's trailer at the new location to move the individual components onto your trailer.

### **Island Deliveries**

In the event of an island delivery, you will be responsible for any ferry costs incurred with the delivery. If you anticipate a ferry service being needed, please inform the Almost Heaven staff of this at the time of sale. If the driver is not able to safely board the ferry, it will be your responsibility to meet him on the mainland.

### **Cancellations**

If you cancel your order while it's in transit or are unable to accept delivery at the pre-established timeframe, you will be responsible for the original and return shipping fees, as well as a 25% restocking fee.