



Unit 2
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Customer Collection Terms & Conditions

Customer Collections are available Monday to Friday 9am to 4pm.

If you are collecting a spa the spa will be upright strapped onto a shipping pallet.

If you are collecting a spa from our warehouse you need to consider heat damage to the spa's acrylic, jets & plastic fittings. Please make sure that you have the ability to get the spa from your vehicle to its final location and filled with water on arrival at your destination. Do not leave the spa sitting on a vehicle or exposed to heat without being entirely filled with water, the packaging on the spa will not protect it from heat damage even in under covered areas. When moving the spa do not drop the spa, we will not be held responsible for bubbles, holes or cracked acrylic and broken cabinets if you are collecting a spa. We will not assist you to tie down your product make sure you have the appropriate strapping and are capable of safely tying the product. We also will not move other items already on your vehicle please make sure your vehicle has enough space for your collection. When collecting goods please ensure you have the appropriate insurances in place prior to collecting your goods as we do not insure you, your property, or the goods for any damages whatsoever.