

Unit 2 31 Dixon St Yatala QLD 4207 07 32084625

E: <u>sales@aquapulsespas.com.au</u> W: www.aquapulsespas.com.au

Zone 2 Business Delivery Terms & Conditions

Although Aqua Pulse Spas take payment for your delivery this is not a contract of delivery between Aqua Pulse Spas and the customer, the freight contract is between the delivering freight company and the customer. All Zone 2 business deliveries are referred to third-party freight companies and as such the delivery contract is made between the customer and the freight company direct. Aqua Pulse Spas is not the freight company and will not be held responsible for any damages caused to you or your property by the freight company, your acceptance of these terms releases Aqua Pulse Spas from damage to property. It is the customers responsibility to make sure that the appropriate insurances are in place before the delivery takes place.

The freight company will deliver your goods curbside Monday to Friday between 8am to 5pm, you must have a forklift or suitable machinery on site to remove the goods from the truck. It is the customers responsibility to move the goods from the truck and to the final location. This type of delivery may require multiple trucks to attend your business to complete the delivery. For example, different sized items may be processed through the freight company to different departments within the freight company which causes multiple deliveries.

Once your goods have been booked in for collection from Aqua Pulse Spas, we will contact you via email with tracking details. The freight company will not contact you with a delivery time or date and you will need to use the supplied tracking details to follow the delivery of your goods. You must ensure that someone will be available to accept the delivery. If the freight company comes to your site and there is no one on site to accept the delivery, they will most likely return the goods to their depot and re delivery fees will be applied to you.

When your spa is delivered you need to consider heat damage to the spas acrylic, jets & plastic fittings. Please make sure that you have the ability to get the spa from the delivery vehicle to its final location and filled with water on arrival. Do not leave the spa exposed to heat without being entirely filled with water, the packaging on the spa will not protect it if 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.

Under no circumstances will Aqua Pulse Spas refund money for any delivery charges whatsoever.