

Zone 2 Depot Customer Collection 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 depot customer collection 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.

Your goods will be delivered to a transport depot by a contracted freight company for you to collect the goods from there. Most depots only allow collection Monday to Friday 9am to 3pm, this does vary from depot to depot, so we recommend you contact the depot of your collection for their trading hours prior to going to site. Also check with the depot that all the items you have ordered are at the depot not just part of the items. 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, you can use these details to follow the movements of your goods. Once your goods reach the depot you will be notified by the depot that your goods are ready for your collection. Make sure you confirm that all your goods have arrived and not just some of your goods. Once notified that all your goods are at the collection depot you must collect them within five working days to avoid storage charges or the goods being returned to sender. If your goods are not collected within five working days and the depot returns your goods to sender, you will be liable for the initial freight charge as well as the return freight charges to return your goods to the sender. You will also have to pay the re delivery fee if you decide to have the goods re sent to you.

When collecting a spa from a depot 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 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 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 if you are collecting a spa.

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