



Unit 2
31 Dixon St
Yatala QLD 4207
07 32084625
E: sales@aquapulsespas.com.au
W: www.aquapulsespas.com.au

Zone 2 North QLD Home Curbside 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 home curbside 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, customer assistance is required to unload your goods off the truck. If you have enough people on site to move the spa the driver will help you move the spa with the use of his equipment.

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 your curbside 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.

Once your goods are ready for your Zone 2 home curbside delivery Aqua Pulse Spas will contact you and provide you with the loading window dates from our Queensland warehouse. The loading window is a five working day period, we can't tell you the loading date until the truck physically arrives to our warehouse. Once you have accepted your loading window dates physical space on the truck gets allocated to you and we CANNOT cancel your space, if you do cancel your allocated space and we are unable to re-fill the space you will be liable for the delivery fee charged. The day your goods are loaded onto the truck we will then send you an email with contact details for the freight company. Once the freight company get closer to your address, they will contact you at least 24 hours' prior to supply you with the delivery date and time estimate. Depending on your location your delivery may take up to one week to arrive. Standard delivery times are between 6am to 7pm, you must accept delivery of your goods on the day and time requested by the freight company. If you refuse to take delivery on the requested time and day the goods will be returned to Aqua Pulse Spas in Yatala Queensland, and you will be liable for the initial freight charge as well as the return freight charges to return your goods to Aqua Pulse Spas. You will also have to pay the re delivery fee if you decide to have the goods re delivered to you.

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