

# ALMOST HEAVEN SAUNAS SHIPPING NOTES

- LTL (Less Than Truckload) delivery means the unit will be offloaded with a liftgate at the curbside of the delivery address.
  - If a liftgate is not required, please note this on the order.
- Flatbed delivery, with the driver offloading at the curbside.
- Flatbed delivery, where the customer is responsible for offloading. This can be done with a rented forklift or by offloading the unit piece-by-piece with a group of 3-4 people.
- Flatbed delivery, requiring customer offloading. These units require a crane for offloading, which must be coordinated by the customer.
- In cases where the driver determines a shipping address to be undeliverable, the customer must either:
  - Have the unit delivered to an alternate, more accessible address.
  - Pick the unit up at the shipping terminal.
  - Pay for a white glove service delivery fee, which can cost an additional \$750.
- Due to significant costs, island deliveries will be quoted and charged for the actual delivery cost. This includes ferry costs and fees.
- Units marked for customer offload can be converted to a Driver Offload for an additional \$750. The driver will offload the unit piece-by-piece no more than 50' from where the driver can park.
- If a customer cannot accept delivery and the unit must be returned, the buyer will forfeit the initial & return shipping fees, plus a 25% restocking fee.