



Pre-Delivery, Delivery, & Installation of your Hot Tub

PRE-DELIVERY

In most cases, we will require 8½ feet of overhead clearance and 40" of width along the entire delivery path in order to get your new spa into your backyard. Please refer to the Pre-Delivery Guide on our website for other delivery information. If you have concerns about the delivery process, please call our Customer Service Department and ask for a free site inspection. We will be happy to send one of our professional site inspectors out to take a look and determine the best method for a safe and speedy delivery.

Once you have chosen a model, color & options, spa orders may take **four to six weeks** from the time of purchase to the time of delivery. One exception is if you purchased a spa stocked in one of our Bay Area warehouses. In most cases, we can deliver an in-stock spa in two to three weeks.

Important: If you placed a minimum deposit (of \$500.00) to begin the purchase process, please note the following: It is our policy to have customers increase the deposit amount to a minimum of 25% of the account balance before we order a spa from our manufacturing plant and schedule the delivery. Please note, the remaining balance is due upon delivery. **Our delivery crew can only accept payment by check.**

If you are using one of our finance options for this purchase, all parties listed on the finance document must be present at the time of delivery in order to sign the finance paperwork. If both parties will not be available to sign the finance paperwork during the delivery, you may make an appointment to sign the documents at our store prior to delivery. Please call our Customer Service Department to make an appointment and we will have the documents ready when you arrive.

DELIVERY

On the day of delivery you can expect that our delivery crew will be on time, courteous, and respectful of your home and property. Please understand that deliveries are scheduled within a four-hour window; this allows for complicated deliveries and unpredictable Bay Area traffic. If it is necessary to adjust our delivery schedule we will make every effort to contact you as quickly as possible and do our best to accommodate your busy schedule. If you need to reschedule or cancel your delivery appointment, please call us at least 48 hours in advance of your scheduled date.

INSTALLATION

The final step in the spa installation process is the electrical hook-up. As stated in your Pre-Delivery Guide, a licensed electrician should do the electrical hook-up. If you do not already have an electrician, feel free to contact your salesperson or our Customer Service Department. We would be happy to give you the name of a licensed electrician in your area that can assist you.

RESOURCES, LINKS, MANUALS, AND GUIDES AVAILABLE AT WWW.SFSPAS.COM UNDER THE CUSTOMER CARE CENTER LINK ON THE HOMEPAGE.