



Curbside Delivery Instructions & Agreement

Customer Service | Hours: Mon - Fri 8:00 am - 5:00 pm PST
 Toll Free 1-888-292-9329 | Fax 425-487-1148
 Email: customerservice@starlighthottubs.com

Name:	Order #:
Address:	
Phone:	Alt. Phone:
Email:	

PLEASE READ THIS C.D.I.A. CAREFULLY TO ENSURE SMOOTH DELIVERY OF YOUR HOT TUB.

This agreement must be signed and returned via fax or email before your order will be processed. Please review your Spa Manuals prior to the freight carrier's call for the delivery of your hot tub located at www.divinehottubsdeluxe.com

Delivery to remote areas including islands will incur additional charges which are the responsibility of the member. Please contact Starlight Hot Tubs™ at customerservice@starlighthottubs.com to receive a quote prior to placing your order. Customer Service is available Monday through Friday, from 8:00 am - 5:00 pm PST.

Curbside delivery, at the end of your driveway, is included in the price of your new Starlight Hot Tubs™ hot tub. Your hot tub is packaged in packing material, plastic wrapped and securely banded to a wooden pallet for delivery.

The buyer acknowledges that the following conditions are required for free curbside delivery:

1. Your street must be free and clear of any obstructions such as low hanging trees and power lines and must accommodate a truck (up to 65' long) or inform the carrier to provide smaller vehicle.
2. Delivery agent will call to schedule a convenient delivery appointment. Deliveries are Monday - Friday.
3. Delivery will offload your hot tub item to the curb at the end of your driveway. **NO EXCEPTIONS.** Drivers do not bring the hot tub into the house, garage, backyards, etc. – **this is the responsibility of buyer.**
4. Hot tub is not unpackaged or set up the hot tub by driver – **this is the responsibility of buyer.**
5. It is your responsibility to inspect merchandise before signing acceptance and delivery agent's departure.
6. If the merchandise appears to be damaged in any way, please note the damage on the freight bill. This will aid in the return/replacement process or you may refuse the delivery.
7. Merchandise cannot be delivered without a signature.
8. Extraordinary delivery requirements will necessitate an additional fee to the carrier. **The estimated delivery time will be approximately 2 - 4 weeks from the time of order.** Delivery is not available to Puerto Rico, Alaska or Hawaii.
9. All hot tubs require a compacted and level surface to accommodate the full weight of the spa, water and number of people in the spa. Consult the Pre-Delivery Guide for ground preparation.
10. All required city/subdivision permits are the responsibility of the hot tub owner.
11. All electrical hook up work for the 240V hot tub must be performed by a licensed electrician.

NOTE: Hot tub delivery will be attempted based on the information you provide during your phone call with the carrier. If delivery is not possible on the first attempt due to poor accessibility or missed appointment, there will be a manufacturer assessed daily storage fee, and/or re-delivery charge payable by the buyer to the local carrier, if rescheduling is necessary.

Buyer Acceptance: Buyer acknowledges receipt of the above delivery instructions and agrees with conditions listed above.

Signature:

Date:

Please fax back to: 1-425-487-1148 or email to: customerservice@starlighthottubs.com

TO AVOID HAVING ORDER DELAYED AND/OR CANCELLED CURBSIDE DELIVERY, THESE INSTRUCTIONS AND AGREEMENT MUST BE SIGNED AND RETURNED WITHIN 72 HOURS OF IT'S RECEIPT.