

## Spa Delivery and Return Instructions

### Delivery

Standard curbside shipping delivery included via tractor-trailer. Product will be delivered to curb at the end of Member's driveway.

Delivery Agent will call to schedule a delivery appointment.

Driver will offload your spa to the curb at the end of your driveway.

Your street must be free of any obstructions (driver's discretion) such as but not limited to:

- Low hanging trees and power lines
- Vehicles blocking access
- Adequate roadway for tractor-trailer access
- Cul-de-sacs or other difficult roads to maneuver

Prior to driver departure, it is your responsibility to inspect merchandise. If merchandise is damaged in any way, please call (888) 746-7726 and speak to a Sam's Club Customer Service Agent or refuse delivery.

Merchandise cannot be delivered without a signature.

Responsibility of the Member can include but is not limited to:

- Professional moving services once delivered
- Foundation work to support product
- Electrical work by a professional electrician

Extraordinary delivery requirements will incur additional fees to the member. Delivery to remote areas may incur additional charges which are the responsibility of the Member.

For additional questions, please call Sam's Club Call Center at (888) 746-7726.

### For Returns

Sam's Club will refund your purchase price in full if you are not fully satisfied with your purchase under the following conditions:

- Delivery is refused due to visible damage.
- Product is made available for pickup at the same location where it was delivered (curbside).
- Refund will be processed upon confirmed pickup and return of the product.

Sam's Club will not refund any additional costs incurred with the relocation, installation and/or removal of the spa.

For additional product information, please call the Manufacturer's Customer Service Department at 888.961.7727