

## **Inground / Semi Inground Pool Delivery FAQs**

**Will the freight company contact me prior to delivery?** Yes. They should contact you prior to delivery and set up an appointment

**How is the delivery scheduled?** A valid phone number is required, preferably with voicemail. The delivery company will call your provided number to schedule a delivery.

**What if the delivery company cannot reach me?** Every effort will be made to contact you by either phone or in some cases email. If your shipment sits on the delivery company's dock (because they could not reach you), longer than three days charges will begin to accrue. You will be responsible for these charges.

**Do I have to be there when my shipment is delivered?** Yes. If not you, someone will have to inspect and sign for the freight.

**Can I refuse delivery?** Yes. If the product has suffered damage you may refuse delivery. All damage must be noted on the waybill before the driver leaves. Photos must be taken to document the damage. Contact the Pool Supplies Canada Office at 888-992-9952

**Should I photograph my shipment when it comes off the truck?** Yes. This ensures you have a record of the shipment's condition when it arrives at your residence. Future issues like damage claims, or determining if you received the complete shipment, may depend on photographic evidence.

**Will the driver move my shipment to the backyard?** No. All shipments are considered curb-side only.

**Will I need to help unload the shipment?** Yes. You should be prepared to help unload your items. Many items are too large to fit on the tailgate which means they have to be unloaded by hand.

**Will I need tools to unload the shipment?** Yes. If you have an inground steel kit you should have tin snips to cut the steel bands.

### Example Pool Kit Packaging



### Example Pool Step Packaging

