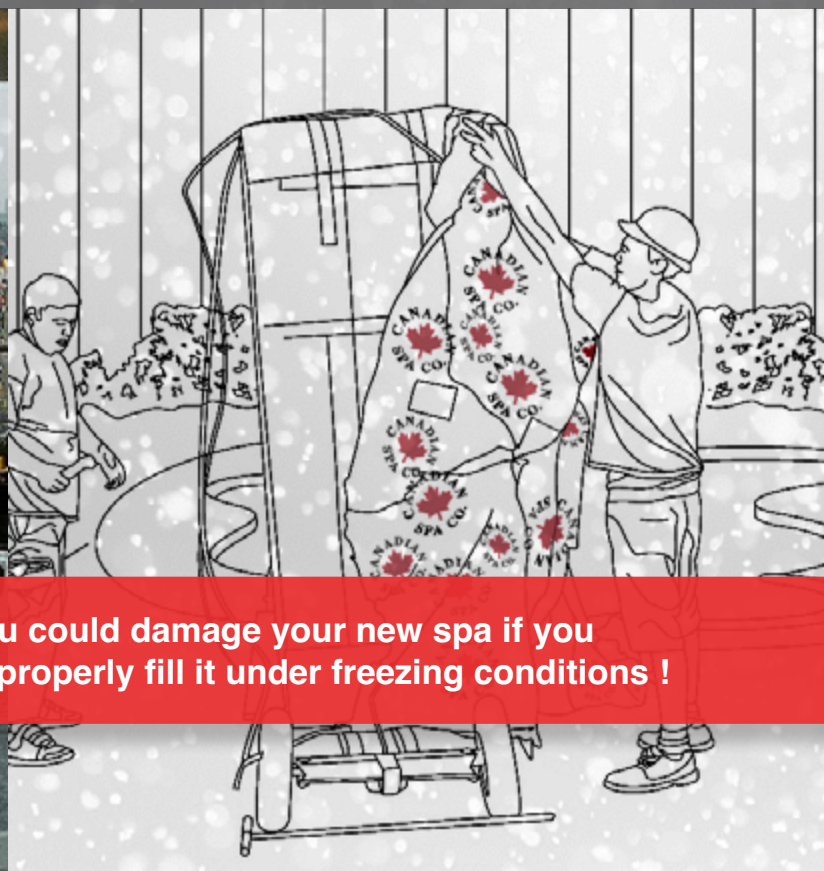




# WINTER DELIVERIES!

Important information regarding your spa delivery



**You could damage your new spa if you improperly fill it under freezing conditions !**



If you are getting a spa delivered in under freezing temperatures, please read [HERE](#) before you start to fill it and watch [THIS VIDEO](#) for more information.

For additional instructions regarding general Spa Start Up, read [HERE](#). If after reading the instructions above you still have questions or concerns, please give us a call at **1-877-909-7727**.

## 24 Hour Shipping Damage Policy

When receiving your spa you must immediately and thoroughly inspect your spa for damages and note them on the bill of lading. This is a legal binding document.

- When inspecting your spa please note on the drivers copy of bill of lading any concerns such as scuff marks, broken pallets, or rips in the packaging.
- Take a picture of the document and the damage.
- Send this to us within 24 hours to ensure a claim can be made. If we do not receive this information within 24 hours of delivery you are waiving your right to a damage claim.