



Important read before signing

HYDRO MASSAGE HOME DELIVERY INSTRUCTIONS

IT IS AN ICC LAW THAT IF THERE IS NO REPORT OF DAMAGE TO EITHER THE PACKAGING AND/OR PRODUCTS YOU HAVE ACCEPTED THIS MERCHANDISE IN THE CONDITION RECEIVED AS IS. YOU WILL HAVE LITTLE TO NO RECOURSE TO CORRECT A DAMAGED PRODUCT ISSUE.

This merchandise is valuable and should be inspected thoroughly.

*****Do not sign anything until you have fully inspected your tub*****

When delivery is made you MUST!!! Have a utility knife available to cut open packaging.

1. You must personally inspect and sign for product. If you choose to authorize someone else to do so, you understand you are still financially and personally responsible for the merchandise.
2. **The driver may demand you to sign paperwork without inspecting your bathtub- If so please do the following.**
*****PLEASE date, sign and write "VISIBLE DAMAGE" on both copies (drivers & yours) for the product, Even if box looks ok. Visible damage is : scuffed, torn or holes in cardboard, tape seal broken, wood on pallet broken, broken banding.** Then you will be allowed to inspect your merchandise. Upon opening the box if you see more internal damage this MUST also be written on both the drivers copy & yours. If the driver will not allow you to inspect your merchandise you must write DAMAGED on the freight bill/packing slip and then sign it. Keep a copy or photo for your records
3. Completely open box/crate and remove all packing material from and around the bathtub.
4. Inspect merchandise for any damage to the shipping box, tub surfaces, plumbing, equipment, etc.
5. If there is **minor damage**, you MUST note **"received with damage"** on the delivery ticket from the freight company. It is ok to accept the delivery as long as the damage is noted on the delivery paperwork. Take pictures of any damages and e-mail to service@hydromassageproducts.com along with all information and a copy of the freight delivery bill with damages noted.
6. If the product is delivered with severe damage you MUST REFUSE the delivery. Note paperwork and keep copy or photo.
YOU MUST NOTE ON FREIGHT BILL REFUSED DUE TO DAMAGE.
7. Sign the delivery ticket when inspection is complete, remembering to note any damage.
8. IF you accept you tub and the freight paperwork does not notate any damage, and damage is found later you are responsible for any and all repair charges.
9. Delivery is curbside only and 1 – 2 adults must be available to receive the product.

This document MUST be signed and returned with your order documents before your merchandise will be manufactured

I understand and agree to inspect merchandise per the above instructions.

Signature: _____ **Date:** _____

Customer has the responsibility to open and inspect received merchandise at the time of delivery. Hydro Massage Products, LLC will only be responsible for damage that is noted on the freight delivery ticket. It is an ICC law that if there is no report of damage to either packaging and/or product, you have accepted this merchandise in the condition received, "AS IS".