

Once the sauna reaches the destination terminal the carrier will call you to set a delivery appointment. The sauna will arrive on one pallet, 3 separate boxes and each box weighs 70-80 pounds. Please have two people present on the day of the delivery appointment to help take the boxes from the truck and into your home or place of business. If the delivery appointment is missed the carrier does charge a re-delivery fee, please be sure to keep and be available for your appointment.

If inside delivery or lift gate service is needed or required, there will be an additional fee. The amount of this fee varies by location and availability.

Please call or email our office for information. Residential delivery brings the freight curbside.

Please inspect the shipment before signing off on the delivery sheet provided by the driver or delivering agent. Your signature on the delivery receipt is a legal binding contract.

If you notice any damage to the boxes please refuse the sauna and sign "refused due to damages" on the delivery receipt and contact us immediately for a replacement unit.

IMPORTANT: Please call 800-528-3110 EXT 8816 To REGISTER and ACTIVATE your warranty.

If you have any questions, please do not hesitate to contact us.