



DELIVERY CHECKLIST

In order to ensure that you receive our very best customer service, we have created a simple guide to assist with your freight delivery.

Please keep in mind, the shipment service for all complimentary shipping is a self-service truck delivery; this means your shipment will include a self-service truck delivery to your driveway or curb. As such, you are responsible to remove the item(s) from the truck, unless upgrades have been purchased.

If you wish to upgrade delivery options and did not do so during checkout, please contact our customer service representatives directly, so we may process payment and adjust your shipment.

DELIVERY OPTIONS

SELF-SERVICE TRUCK	Customer responsible for removing item(s) from truck and transferring to inside.	Complimentary
LIFT GATE UPGRADE	Driver responsible for removing item(s) from truck. Customer responsible transferring item(s) to inside.	+\$50.00
INSIDE DELIVERY UPGRADE	Driver responsible for removing item(s) from truck, then transferring shipment to the inside (through one door and on first floor).	Dependent on availability - Price TBD

DELIVERY GUIDELINES

Please review the steps outlined below to ensure a seamless delivery process:

1. The delivery company will contact you to schedule a delivery appointment during normal business hours, Monday through Friday once the order is near your location. Someone must be present for delivery and signature is required. Not being present for a scheduled delivery will result in Redelivery Fees and/or Return to Sender Fees to be paid by the customer.
2. Prepare for your delivery - please make sure your driveway is clear.
3. Once the delivery truck has arrived, ask the driver for a delivery slip.
4. Remove items from the truck. (If you have paid for the lift gate or inside delivery upgrade, then the driver will remove the items from the truck).
5. Inspect package(s) for any possible damages and note the condition on the slip. *If the driver does not allow you to inspect the package(s) prior to leaving, please note **"Subject to inspection"** when signing the delivery slip.
6. Return the delivery slip to the driver; a customer copy should be given in return.
7. Any cases of missing or damaged items discovered after delivery, please report within 7 business days and we will do our best to promptly resolve the issue.

Customer Service Available Monday-Friday 9am-5pm EST
Toll Free: (877) 256-1645 Email: cs@thebathoutlet.com