

Subject: Important Delivery Information



Thank you for purchasing your new bath from Trajet Products. Please read over this important information regarding the delivery so you are ready when the bathtub arrives.

The delivery costs will cover the cost of the tub to be delivered by a freight carrier on a **full size semi** brought to the end of your driveway, in the street. The freight company has been instructed to get in touch with you in advance to make the delivery arrangements. The driver isn't required to help unload freight, but in most cases, he will.

Most standard tubs (100 – 150 lbs) can be unloaded by hand, and be carried by 2 people. Large tubs and walk in tubs are heavier and can weigh between 150 – 250 lbs depending on the model. For the heavier ones you should have at least 3 or more people there if possible. Those semi-trailers can be high, but you with a helper or two, and the driver should have no problem.

A lift gate truck may be available at *an extra cost to you of around \$100.00*. If you are willing to spend the extra money to have the tub set on the ground, *when they call for a delivery appointment, you then need to discuss this with them and the fees will be paid by you directly to the delivery person!*

IMPORTANT

Trajet *inspects* the tub before shipping. Once the Freight Company picks up the tub from Trajet... Trajet is **NOT RESPONSIBLE FOR ANY FREIGHT DAMAGES**.

- **PLEASE**...Inspect the tub for damage while the delivery driver is still there and **BEFORE** you sign the delivery slip. Even if the driver is in a hurry to leave, it is your responsibility to inspect the TUB before signing the delivery slip.
- A signature on the delivery slip means that you accept the tub in the condition it is in (even if it is damaged). **ONCE YOU SIGN THE DELIVERY SLIP – THE FREIGHT COMPANY IS OFF THE HOOK FOR ANY DAMAGES –** Which means if the tub is damaged, you now own a damaged tub.
- If there are any minor scuffs or repairable damage that you are willing to live with – **NOTE** it on the delivery slip and have the driver initial it. If there is damage that you consider unacceptable and/or **NOT** repairable, **REFUSE** the shipment and it will become the freight company's problem – not yours. In that event, Call Trajet and a new tub will be put into production and shipped out ASAP.