



Inground Pool, Semi Inground Pool and Other Freight Items (Heaters, Slides, Steps, Liners, Covers etc) Delivery FAQs

Will the freight company contact me prior to delivery? Yes. They should contact you prior to delivery and set up an appointment.

How is the delivery scheduled? A valid, personal phone number is required, preferably with voicemail. The delivery company will call your provided number to schedule a delivery.

What if the delivery company cannot reach me? Every effort will be made to contact you by either phone or in some cases email. If your shipment sits on the delivery company's dock because they cannot reach you for longer than three days, **or** if you are unable to accommodate a delivery date within three days of the shipment arriving at the local terminal, storage charges will begin to accrue. **You will be responsible for paying these charges before your shipment is released to you.**

Do I have to be there when my shipment is delivered? Yes. Freight companies will not leave your item(s) curbside unattended. You need to be on site to inspect your item(s) at time of delivery for any damage or missing parts.

Can I refuse the delivery? Before refusing delivery for any reason, please contact the Pool Supplies Canada office for assistance, at: 1-888-992-9952.

Should I photograph my shipment when it comes off the truck? Yes. This ensures you have a record of the shipment's condition when it arrives at your residence. Future issues like damage claims, or determining if you received the complete shipment, may depend on photographic evidence.

Will the driver move my shipment onto my property? No. All shipments are considered curbside only. If the driver does offer to do so and you accept, an additional "home delivery" charge will be applied and need to be collected before your order is considered "Completed" by Pool Supplies Canada.

Will I need to help unload the shipment? Yes. You should be prepared to help unload your items, some of which may weigh as much as 80 pounds. Many items are too large to fit on the tailgate which means they have to be unloaded by hand. Pool Supplies Canada recommends having 2 people available to help unload shipments. We also highly recommend wearing steel toe boots or other safety shoes and protective gloves.

Will I need tools to unload the shipment? Yes. If you have a steel pool kit, you will need tin snips to cut the steel bands holding the panels together.

Can I use my own machinery to help unload the shipment? Yes - however, you should only use equipment with a minimum of 6 foot long forks. 4 foot long forks are not long enough and may result in damage to your item(s) not covered by our shipping insurance policies. Furthermore, you may be held liable for any damage caused to the delivery company's vehicle, should any occur.

Example Pool Kit Packaging



Example Pool Step Packaging



Pool Delivery Videos

To learn more about the delivery process, please visit the links below for in-depth pool delivery and unloading videos.

1) What to Expect When Receiving an Inground Pool Kit Delivery:

<https://www.youtube.com/watch?v=DHe9QpufE2g>

2) What to Expect When Receiving a Semi Inground Pool Kit Delivery:

<https://www.youtube.com/watch?v=mZIWGimfLSY>

3) Unloading an Inground Steel Pool Kit and Step From a Trailer:

<https://www.youtube.com/watch?v=mgDtXrHtcjc>