

Inground / Semi Inground Pool 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 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 could not reach you), longer than three days charges will begin to accrue. You will be responsible for these charges.

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 delivery? Yes. If the product has suffered damage you may refuse delivery. All damage must be noted on the waybill before the driver leaves. Photos must be taken to document the damage. Contact the Pool Supplies Canada Office at 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? No. All shipments are considered curbside only.

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

