alpinespas™

COLLECTION GUIDE

Our guide to suitable and non-suitable vehicles when collecting your Spa Pool or Sauna.
Please note: Saunas and Ice Baths will not be removed from the crate on site.
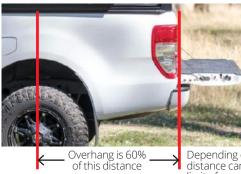
VANS

If you wish to collect in a van, please check what sort of rear doors are on the vehicle. Does the Van have BARN or TAILGATE doors. Any Van with a TAILGATE door will not be loaded and will be asked to come back with another method of transport.

SUITABLE	NOT SUITABLE
✓ Barn Doors This is the only type of van that will be loaded.	✗ Tailgate

UTES

Firstly, please be aware of the overhang laws in your state. If the tray of your Ute is too short, the sauna may overhang more than the legal limit.

← Overhang is 60% of this distance →   Depending on the tray, distance can exceed the limit of overhang

SUITABLE	NOT SUITABLE
	✗ This Ute will not have enough tie down points to secure the load.
✓ These utes will be accepted with the correct restraints.	✗ Utes with the Roller Shutter there isn'tenough clearance for the height of the crates to slide under it. This is a roller shutter example above takes approximately 1 foot of room away from the tray.

TRAILERS

Cage trailers and trailers that have ramps, need to open like a normal door, not lift down to the ground, forklift needs to get to the back of the trailer without any obstacles.
The item needs to be able to sit on top of the sides of the trailer or easily fit inside not on an angle.

SUITABLE	NOT SUITABLE
✅ Standard cage trailer Flatbed trailer	❌ Cage trailer with ramp door. Horse Floats

Please take the time to inspect your products upon receiving your delivery.

It is important to understand when you sign the delivery consignment, you are accepting the products have been received in good condition.

If you notice damage to the packaging or product, it is important you note this on the paperwork when signing for the goods at time of collection. Please contact us immediately if there are any issues.

OTHER FORMS OF TRANSPORT

NOT SUITABLE
Because of load rating customers that would like to collect with any of the following will be denied. There is also a high chance of the product being damaged in the process.

TIE DOWN RESTRAINTS

Following the chain of responsibility for load restraints, prior to loading any vehicle the warehouse team will ask you if you have the correct form of restraints. Being this is vital to safety they won't load any freight that needs to be restrained if you don't have the following. Please note that you as a customer are responsible for tying down the product yourself.

SUITABLE	NOT SUITABLE

☑ **RATCHET STRAPS**
Light ratchet straps, you will need multiples, because most of these forms of ratchet straps are not load rated.

☑ **HEAVY DUTY RATCHET STRAPS**
1 to 2 are fine depending on purchase of the straps, being this type of straps are used by truck they will come with a load rating tag on them.

☒ We **cannot accept rope** as a form of restraint as there is no load rate tag.