

The logo features a stylized orange flame or leaf design above the text.

# ALMOST HEAVEN

## SAUNAS

### Flatbed Shipping Policy

Several of our saunas are too large to ship with an LTL carrier – these units include the Appalachia, Shenandoah, Solide Cottage I and II, and the Blue Ridge. Due to their size, they must be shipped on a flatbed trailer for safe and efficient loading, transportation, and offloading.

A forklift is *highly* recommended for offloading these units. Many customers have these saunas delivered to an address with access to a forklift. We recommend meeting the driver at the location with a trailer capable of accommodating loads up to 3,500 pounds and 16 feet in length. Other customers will rent a forklift for offloading the sauna directly at the site of installation. If access to a forklift is not possible, offloading the unit by hand is another option. We recommend that a team of 4-6 people be available to offload the sauna. The driver will not assist in offloading, but will allow the customer 2 hours to offload. If the customer takes more than 2 hours to offload the sauna, they will be charged a \$300 penalty fee.

We will work closely with you to plan the flatbed delivery of your sauna to best accommodate your schedule. Once the pickup date has been confirmed with the driver, the Almost Heaven team will notify you of the confirmation. Next, you will receive a call from our team when the sauna has been picked up. Finally, you will receive communication from the driver notifying you of the approximate estimated time your sauna will arrive.

**Please note:** If you cancel your order while it is in transit or you are unable to accept delivery of your sauna at the pre-established time, you will still be responsible for the shipping fee.