

# ENVY WALK-IN TUBS RECEIVING INSTRUCTIONS

1. Check the box count against the quantity listed on the Bill of Lading.
2. Check all crates or boxes for damage. If you believe damage is apparent, inspect the contents while the delivery driver or agent remains present.
3. If there's damage please write 'damage' on the bill of lading and refuse the delivery. Envy Walk-in Tubs will coordinate a replacement model.
4. If you discover damage once you have signed and accepted your Envy Walk-in Tub, contact Envy Walk-in Tubs at 888.848.3899. You have 24 hours to file a damage claim after receipt of your walk-in tub. When this 24 hour period expires Envy Walk-in Tubs will no longer absorb cost of return shipping and the Envy Product Return Policy becomes immediately applicable.