



June 2, 2021

Re: Liftgate Shipments

The following information is regarding if you have requested liftgate truck delivery for your order. Liftgate deliveries have limitations we want to advise you of. The only responsibility of the driver is to bring the freight to the back of the trailer and if a liftgate is requested, they will utilize the liftgate to unload (assuming the product or skid fits). Drivers typically have a limited time available to unload a delivery and it is the customer's responsibility to have personnel available at the delivery time to offload the truck by hand if necessary.

Ultimate Round and Oval pools made up of 4' panels ship on a 4' skid that WILL fit on a liftgate. However, Ultimate Grecian pools that take 6' panels and ship on 6' skids do NOT fit on a liftgate. These pools will need to be unloaded by the customer by hand. A 6' panel weighs approximately 70 pounds.

Thermoformed stairs will also not fit on a liftgate. These must be unloaded by the customer by hand and weigh approximately 300 pounds.

Spas do not fit on a liftgate properly due to their size; however, they can be positioned so the liftgate can be used for "assistance". Customer-supplied manpower is required to stabilize the spa during unloading.

Thank you for your understanding, and for having the required personnel available during delivery to make the process go quickly and smoothly.