



Local Deliveries and Pick-ups at the Jacksonville, FL Showroom & Warehouse

Local pick-ups are always welcomed. Please notify our staff when you would like to pick up your purchase(s) so we can have it ready for you at our warehouse.

Local deliveries are limited to a first come, first served basis and 30 mile radius of the Jacksonville, FL warehouse.

Note: The delivery team will not bring the tub into your home nor will they install or assemble your purchase. A licensed contractor is responsible for assembling and/or installing the item(s), per your Warranty Agreement.

SHIPPING POLICY

FREE SHIPPING: Tub King offers FREE ground shipping to the contiguous 48 United States on all new bathtub and bathtub bundle purchases (excluding scratch & dent).

Alaska, Hawaii, New York City Boroughs, Islands, & International Shipping: Shipping charges on orders delivered outside the 48 contiguous United States and Canada are calculated on a case-by-case basis. Simply place your order online or call us and we'll contact you with the shipping quote for your approval before shipping your order. Because import fees, brokerage charges, and government taxes are constantly changing, Tub King shipping quotes and charges do not include these fees. Unless otherwise stated on the quote, payment of these charges is the sole responsibility of the customer.

Shipping in Multiple Packages: If your order includes several items, they may ship separately and at different times.

Expedited Shipping: We can ship many of our items overnight or second day air. Please call us toll free at (888) 920-5464 for pricing.

Order tracking: When your order has shipped, you will receive the tracking information via email or a phone call. If you have questions regarding your tracking information, email us or call: (888) 920-5464

Signature Required at Delivery: All freight items and some parcel items require a signature at the time of delivery. If you are unavailable to sign and receive shipment, after three attempts the shipping carrier will return the order. You will be responsible for all restocking fees and shipping charges on products that are returned to the manufacturer.

Bathtub Shipping Considerations

Scheduled delivery: The freight company will call to schedule a delivery appointment. Appointments are available during normal business hours (Monday-Friday) and span an approximate 4-hour period. Please include a daytime and second phone numbers in the shipping information at the time of check out. Extraordinary delivery requirements may create additional delivery charges.

Spatial restrictions/obstructions: (small gravel road, low hanging trees or just insufficient space in general for tractor trailer to make delivery): You are responsible for advising us at the time of order or the carrier when they call to schedule delivery appointment if the delivery location is not accessible to tractor-trailers so appropriate modifications (delivery or pick up location, type of truck required, etc.) can be made in advance. If we discover after shipping that the freight company cannot deliver the tub to your residence, we will notify you and have either the tub held at the nearest terminal for three business days or try to arrange delivery to another location. If the tub remains undelivered, the tub will return to us and we will bill you for the actual storage and shipping charges both ways.

Lift gate service: We offer FREE lift gate service for US tub orders. Lift Gate is a premium delivery service that lowers your bathtub from truck level to street level for easier removal. **With lift gate service, the crate will be lowered to curbside, where at that time the crate must be inspected for damage.** If there is no visible damage to the crate, sign the delivery receipt “**contents not inspected**” and ACCEPT the shipment. Note: The truck driver will not bring the tub into your home. You are responsible for bringing the item(s) indoors.

Time Frame for Inspection of Deliveries: Customers must inspect all packages and crates upon delivery. Keep in mind that all common carrier freight (tractor-trailer) must be inspected for damage **within 24 hours of delivery**. Damage claims made after these time periods may be rejected by the freight carrier. If you find damage, defects or missing parts within the times allotted above; please contact our Customer Service department toll free at 888-920-5464.

If the item was damaged in transit by the shipping agent (see also: Freight Shipment Signing Information): Customers must inspect all items for damage upon delivery. In the case of tubs, exactly follow the inspection and/or uncrating documents you have received from Tub King to protect yourself from responsibility for shipping damage.

If you cannot reasonably inspect an item that requires a signature upon delivery (like most tubs), sign the receipt and print the words "One crate received – delivered but not inspected"; This does not guarantee that the shipper will pay a damage claim, but it is better than signing for the item as "free and clear" from damage.

If you cannot inspect the item upon delivery, please do so within 24 hours.

Damage that occurs during shipment is the responsibility of the shipping company / carrier (Examples include: UPS, R&L Carriers, Saia, Estes, Fed Ex, ABF Trucking, etc.)

Customers may have to settle directly with the delivering carrier for all damage claims originating after signing for a shipment "free and clear" and/or 24 hours past the delivery time.

Please check your shipping invoice promptly to confirm all items have been received. If you have any questions or concerns with the items you have received, please contact Tub King **within 24 hours after delivery**. Call us toll free at (888) 920-5464 or (800) 409-3375. After this time period, we reserve the right to assume the item arrived with undamaged and with correct parts.

Examples of how an undamaged crate should look.



Cast Iron Clawfoot Bathtub



Cast Iron Pedestal Bathtub



Walk-in Bathtub