

AquaFire Leisure Shipping & Handling Policy:

Product Purchase on the AquaFire Leisure Online Store is only available in Western & Central Canada.

Delivery is Monday to Friday, between 8 am and 5 pm local time. If you are not home to accept delivery, a delivery notification card with further details will be issued. In some cases, smaller shipments made by courier may be left at your door. Please note that larger shipments made by common carrier require a signed acknowledgement of receipt. If your order is shipped by common carrier, the carrier will call you in advance to arrange a delivery time.

Curbside delivery service provides delivery of your item(s) to the curb at the end of your driveway. This service does not include set up or assembly of items or removal of packaging materials.

Your item will be shipped to a local delivery terminal.

1. The delivery terminal will call you when your item arrives to schedule a delivery appointment.
2. Deliveries are made between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday and will be scheduled within a 4-hour window.
3. Your item will be delivered on a lift gate truck and will be taken off the truck by the delivery driver.
4. Upon delivery please inspect your item(s). You will be required to sign a Proof of Delivery receipt. Please note any damage to the item or packaging on the delivery receipt or, if refusing delivery due to damage, please note refused due to damage on this receipt.
5. A signature is required for all deliveries; the driver is unable to complete delivery without a signed delivery receipt.
6. Extraordinary delivery conditions may require an additional fee to be paid.

Some geographic service restrictions apply. In certain remote locations, delivery will be made to the courier's closest Pick-Up Centre from the shipment destination. Customers will be notified by telephone when shipments are available for pick-up.

Multiple items may be shipped separately due to size and may arrive at different times. If any single package in your order exceeds 31.8 kg (70 lbs), assistance to unload your order may be required when it arrives.

Shipping Times

Orders containing stock items usually ship within 24 - 72 hours if all items in the order are available. If items are backordered, a follow-up email will be sent to you with an estimated time of delivery. Custom made hot tubs and other custom products require approximately 30-60 days for delivery time.

Shipping Restrictions

AquaFire Leisure Online Store delivers within Western & Central Canada only; Standard shipping rates apply unless specified. Orders / Deliveries to select remote locations will need to be placed through our Customer Service where shipping rates will be provided prior to order confirmation/completion.

Deliveries can only be made to locations with a street address or rural route number with postal code. We cannot deliver to PO boxes.

Shipping Methods

Standard ground shipping is our main mode of transport; most deliveries under 70 lbs. are shipped by common carrier. In some circumstances, your order will be shipped by courier due to weight, size and destination of the items ordered. Some of our shipping companies include but are not limited to: Canada Post, FedEx, UPS, Purolator, Canmore Courier, J&R Hall.

Air transportation is only available with expedited and express shipments and will have extra costs and are not guaranteed.

Free Shipping

Free shipping is only available on select items that are indicated with Free Shipping. Items purchased online that are not indicated with Free Shipping are subject to shipping charges. All qualifying purchases will receive standard ground shipping and are subject to AquaFire Leisure's standard shipping restrictions. Free shipping is available for delivery within Western & Central Canada only, but is not available for delivery to select remote locations. Market-established rural delivery fees may apply to your location. If applicable, please contact a Customer Service representative at 403-678-3094 to receive an accurate shipping quote. Special offers on Free Shipping do not apply to previous orders, in-store purchases, items with flat-rate shipping, or certain items containing weight and/or size shipping restrictions. Offer subject to change without notice. Valid for online purchases at www.aquafireleisure.ca only.

Shipping Rates

Shipping rates are determined by weight, size and destination. To determine the shipping rate for a specific product, add the item to cart and enter the delivery postal code in the Estimate Shipping & Tax tool. If you wish to change the quantity, please click on the Update Shopping Cart button prior to using the Estimate Shipping & Tax tool. If your shipping destination is within within a remote location, please contact Customer Service at 403-678-3094 for updated freight rates.

Tracking my package

Once your package has been shipped, a tracking number will be provided on your Shipping Confirmation email. Orders shipped by courier can be tracked via the delivery provider's website. Please note that after your order has been shipped, it may take 24 to 48 hours for the carrier to update its tracking

information. For questions or if you are unable to track your shipment, please call our Customer Service at 403-678-3094 Monday - Friday from 9:00 am to 5:30 pm GMT. We'll be happy to help you with your order.

Damaged Packages

You can refuse damaged packages, however if you have already accepted the package, please call Customer Care at 1-403-678-3094 within 48 hours of delivery to ensure a prompt exchange and ensure you mark DAMAGED on the couriers end.

Thank You,

AquaFire Leisure Management