

# Purchasing your Spa Cover from Pinz

## Easy to order with step by step instructions - we're here to help

Use the following steps as a guide to ordering your new spa cover and remember that our staff are happy to walk you through the process at any time. Please feel free to call us to discuss your requirements on 08 8244 7888 or email us at [spacovers@pinz.com.au](mailto:spacovers@pinz.com.au)



*"Thank you very much for your friendly help and patience!" G. Wilson, Sydney NSW*

### Step One - Choose your level of spa cover

Once you have had a look through the information on our web site you should have a reasonable idea of which level of spa cover is right for you. Download our brochure from the web site or call us to have one sent out to you if you need more information to help in making your decision. Our staff are happy to discuss options with you.

### Step Two - The measuring process

There are some basic measurements that we need to you take in order to be able to make your new spa cover. Our measuring guide will step you through everything we need. Download a measuring sheet to suit the basic shape of your spa or give us a ring and we will put one in the post for you.

Once we have your measurements we then cross check them against our large spa model database to work out what the most likely make and model of your spa actually is - this way you can be confident in the measurements that you provide us. In most cases we will recognise the model of your spa and we will use your measurements as a simple cross check against our pattern - this way you can be confident that your new spa cover will fit perfectly!

### Step Three - Finalising your order

Using the brochure as a guide work through the check list on the measuring sheet to finalise the details of your order.

- **Straps** - number, location and length\*
- **Colour** - refer to our colour page or call us for samples
- **Cut outs**—indicate any cut outs for control buttons\*
- **Join**—hinged in the middle (standard) or two piece (comes apart)
- **Any other special details** - remember the more information that you provide us with the better we can customise your cover to suit your requirements

\*refer to our web site measuring page and download a measuring guide for more info or call us on 08 8244 7888

### Step Four - Email, fax or post your order through to Pinz

Because we want to make sure that we get it right we need to have your order in writing. With this in mind the next step is to complete the payment details and post or fax your order and measuring sheet to us.

**Postal Address:** Pinz Pty Ltd - PO Box 4071 Seaton South Australia 5023 **Fax:** 08 8244 7900

Payment can be made by credit card (M/C, V/C), direct deposit (call us for account details), cheque or PayPal. Payment in full is required prior to despatch and a deposit may be requested at time of order.

### Step Five - The Pinz production and delivery process

Every cover that we make is individually manufactured and once we receive your order we will schedule it for production. Our manufacture time is usually 10 days from time of order however if you are after your new cover for a particular date or function we will do our best to meet your deadline. Our production facility includes state of the art order tracking systems so that we know where your order is at any point in time and can make sure that it is ready when we say it will be.

When your order is ready for despatch we will contact you with an approximate delivery date and the details of the freight company. This way you can organise for someone to be at home to accept the delivery or negotiate with the freight company for somewhere safe to leave your new cover.

### Step Six - Sit back and enjoy your new Spa Cover by Pinz

Follow the simple installation instructions included in the spa cover owners manual to attach the buckles and position your cover. Then sit back and enjoy the safety, good looks & heat retention benefits of your new cover by Pinz.

*"Cannot thank you and your team enough ... the cover fits perfectly and the Latte colour is superb !!!" W. Darmanin, NSW Central Coast*