

POTTERY WORLD

LUXURY HOME DECOR AND DESIGN

Congratulations On Your Fountain Purchase

- Site preparation is the responsibility of the customer. From time to time we may have contact information/referral sources to assist with this work.
- All fountains must be placed on a solid foundation, regardless of size:
 - Concrete pad
 - Existing concrete patio/walkway/courtyard/etc.
 - Treated deck/trex type material
 - Pavers/stepping stones on compacted base material
 - Wall fountains need to be placed against wall, fence, or solid post
- Foundation instructions/recommendations/templates are available from your Sales Associate, and on our website at PotteryWorld.com/documents.
- Fountains are delivered and assembled as per manufacturers specifications. We do not perform custom installations, nor do we install auto fill/float devices or perform other plumbing work. We do not hard-wire pumps, nor do we perform other electrical work.
- Installations are completed at the sole discretion of the PW crew leader on site. Upon arrival, if there is any question regarding the safe completion of the delivery, the PW crew leader will assess the situation, explore options, and inform the customer of the final go/no-go decision.
- During the scheduling process, it may be necessary to provide photos/short videos of the site/access pathways/etc. to the delivery coordinator/crew leader for review before a date is set. If additional resources are needed based on this information, delivery fees may be increased accordingly.
- Deliveries of any pond/reservoir/coping fountain will not be scheduled until our Delivery Coordinator receives photos of the completed site and access/pathways/etc.
- Deliveries will not be scheduled until the delivery fee is pre-paid.
- Once a delivery date has been confirmed, you will be charged the delivery fee even if our crew arrives and you are not ready for the delivery. You will be required to pay an additional delivery fee if we need to return to your property to complete the installation.
- For Special Orders, delivery can only be scheduled once your product arrives and has been inspected/processed/etc.
- We do not recommend placing a fountain inside your home, or transporting it through your house.
- ALL FOUNTAINS SPLASH. We recommend that you check your water level after every 8-10 hours of operation, more frequently in extreme heat.