



Consultation Call-Scheduling Process

For Residential Customers:

1. Scheduling is done on-line through our [website](#).
 - a. Click on [Purchase Install](#)
 - b. Select the model of Sauna that you have purchased by clicking the image of the sauna model.
 - c. Select the Services requested (See note below)
 - d. Click Add to Cart
 - e. Confirm that Cart is correct
 - f. Click Proceed to Checkout
 - g. Complete the Billing Details Page (See note below)
 - h. Make Payment
 - i. A confirmation email will be sent once payment has been submitted and your installation will be added to our system.

Notes

Explanation of Services

[Sauna Location](#)

Customer will move sauna to assembly site

The customer is responsible for moving the sauna to the location where the sauna will be assembled. Please note the Saunas are shipped on a pallet with OSB (oriented strand board) to protect the product. This will need to be removed and the boxes will need to be carried to location for installation.

Installers will move sauna to assembly site

Installers will move the sauna to the assembly location. If there are stairs then stairs must be selected. Movement of the sauna does not include stairs.

Example:

For an IS-2 Premier that must be carried by the installers to the installation location that needs to go down ten steps the cost would be: \$150.00 + \$150.00 for a total of \$300.00.

Disclaimer: Intentionally misrepresenting the number of stairs or the location of the sauna is a violation of our terms and conditions. The customer will be required to pay the correct amount or the installation may be subject to cancellation. A refund less the processing fee will be issued.

Trash Removal

Customer will remove the trash

The customer is responsible for removing the debris. All debris will be left behind by the installers.

Installer will remove the trash and all items except the pallet and OSB (Oriented Strand Board) will be removed by the installer. **INSTALLERS DO NOT TAKE ANY WOOD PRODUCTS** including the Pallet and OSB sheets.

CA and NY Surcharge

Customers in CA and NY must pay the California and/or New York surcharge

Additional Equipment

If any additional equipment needs to be installed please select this service. 153 INSTALL will not install peripheral items as a part of the basic installation. Additional items to be installed must be selected and paid for prior to installation. Our technicians cannot receive payment for services on the day of installation.

Billing Details

1. If you would like to receive text message updates you must enter a cell phone number in the corresponding field.
2. **Dates are NOT guaranteed.** All scheduling is done based on Technician availability. We do our best to meet the requested dates however the suggested dates do not necessarily represent first available dates for our technicians.
3. Information must be complete and accurate. Billing information and location details are automatically added to our scheduling application and inaccurate or incomplete information will result in delays to the scheduling process.
4. Please do not attempt to schedule installation concurrently with the delivery of your sauna. This can result in additional fees for a failed visit.

Other Important Items

153 INSTALL provides installation service. We do not provide consultation services for the placement of the sauna, wiring requirements, delivery information, or other site-specific

information. Questions about the location, determining the space needed or other sauna related questions should be directed to your Clearlight Sales Representative.

New Construction, Remodels, and/or Commercial Installations may require additional information and may be subject to exclusions and/or additional charges. Builders, General Contractors and Project Managers should email 153install@the153group.com for more information.