

# Pre-Installation Guide

Once Pacific have been notified of your order, a member of their pergola installation team will contact you within 3 working days to discuss the next steps. To ensure a smooth and speedy installation, please read the following and take the necessary actions.

## Location & Ground Preparation

- Please refer to the Ground Preparation Guide for detailed information
- Take a 360 degree video and images from various angles, including concrete pads as this will be requested during the initial call

## Next Steps

A member of the pergola installation team will be in touch by telephone to discuss / confirm:-

- The delivery and installation address
- The location chosen for the installation and what work still needs to be completed
- Ensure that all relevant documents have been provided – Planning Permission Guide, Ground Preparation Guide, Installation Service Terms and Conditions
- Potential installation dates – ideally within 14 -21 days following installation site approval

## Installation

- Once the installation site has been approved, an installation date will be agreed and confirmed by email.
- 3 -5 days prior to the agreed installation date, the installation team will be in touch to confirm that everything can go ahead as planned.
- Ensure someone is available to meet our two-person team and guide them to the installation site.
- The team will unpack, construct and demonstrate the pergola to show that everything is working and to your satisfaction and clear away any waste or packaging.

## Post-Installation

Prior to the installation team leaving, images will be taken and a signed completion document will need to be signed.

## Liability

- Pacific are not liable for damages due to ground movement, severe weather, tampering or modifications near the pergola.
- If you decline secure anchoring, a waiver document must be signed and any resulting damages or injuries are your responsibility.

## Acknowledgment

By purchasing our products, you agree to this checklist and our Installation Service Terms and Conditions.

## Queries

Please contact the pergola installation team either by:-

- Email – [sales@pacific-lifestyle.co.uk](mailto:sales@pacific-lifestyle.co.uk)  
or
- Call - 01484-642115 option 1 and ask for a member of the pergola installation team