

BUYER BEWARE! THINK TWICE ABOUT GOING TO A HOT TUB EXPO

A TV or radio advertisement plugs a blowout hot tub sale with tons of models of top hot tub brands. The deals sound wildly exaggerated: saving thousands of dollars or up to 70% off "retail price." How can you be sure that this is legitimate? Here are a few things you need to know about hot tub expos (and why you'll never see Buds there!).

HOW HOT TUB EXPOS OPERATE ⚠️

First, we're referring to travelling hot tub shows, not local companies hosting a sales event. These travelling expos rent a hall or exhibition centre and fill the place with their hot tubs and forceful salespeople, not a variety of brands and models as promised.

The event attracts hundreds of hopeful hot tub buyers eager for a deal, and many of them fall for high-pressure sales tactics and prices that seem too good to be true. After nabbing deposits on hot tubs, the company skips town the next day and moves on to the next show on the tour circuit.

So, what's wrong with buying from a hot tub expo? Beyond the questionable setup, let's review some specific red flags.

DO YOU RECOGNIZE THE BRANDS THEY CARRY? ⚠️

Review the 'brands' and models the hot tub show carries. Have you ever even heard of them? Are they local or affiliated with any local hot tub stores? Do they have a physical store you can walk into if there is any issue before, during, or after delivery? If the answer is no, then steer clear.

If the company or representative claims to have a third-party company handle all the customer support and deliveries, that's not a great sign. These outsourced companies are generally inferior and offer poor service.

WHAT ARE THE DEPOSIT TERMS? ⚠️

First, how much of a deposit is required? A hefty deposit should raise your eyebrows. Most local dealers require a small percentage of the purchase price as a deposit.

Next, is the deposit refundable? A reputable company would ensure that all deposits are refundable within a certain period. If the hot tub company claims the deposit is refundable, it's wise to get it in writing. Ask for the refundable period stipulated in the contract. A good company will happily cooperate!

WHAT KIND OF POST-PURCHASE SUPPORT AND SERVICE DO THEY PROVIDE? ⚠️

Maintenance and repair

This one's a biggie and essential to maintaining and repairing your hot tub. Even leading brands and models require maintenance and service, so you'll want responsive, courteous, and knowledgeable support from trusted professionals who know the hot tub brand.

Buds' repair techs go above and beyond maintenance and repair to share valuable strategies that will add life to your equipment and prevent a return visit down the road. A Buds customer is an educated customer.

Warranty and parts

What is their warranty like? Is there even one? If they use third-party services to uphold the warranty, raise a red flag. Anyone providing technical service and warranty repair should be certified and trained on the specific brand.

Don't forget about replacement parts. If you're in a situation where your hot tub requires a replacement part, what do you do? A trusted dealer like Buds would be fully stocked with the highest quality universal parts and usual suspects for common manufacturer-specific repairs.

Buds' repair techs are formally trained in the complexities of hot tubs and swim spas. They're superior diagnosticians who can call on solid relationships with manufacturers when a challenging repair requires a team approach.

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Delivery

Last but not least, what is the delivery experience like? A quality provider will make all necessary arrangements to ensure the delivery goes smoothly. They've considered measurements, obstacles, electrical hook-up, additional payments, and an on-site hot tub orientation.

Horror stories from hot tub expos of the past detail unfortunate delivery experiences, with hot tubs delivered long after the promised delivery date without notice. And many of them deliver curbside. Yikes!

Buds sends its customers a helpful downloadable guide with all the above information in practical, bitesize pieces.

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The moral of the story is don't get scammed at one of these travelling hot tub shows or expos. If the deals sound too good to be true, they are. If you're in the market for a new hot tub or an upgrade, shop with your local dealer or retailer. Buds will never let you down!

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