

HOW TO AVOID AN UNPLEASANT BUYING EXPERIENCE WHEN YOU PURCHASE YOUR SPA, SAUNA OR POOL!

1. How long has the retailer been in business?

Peace of mind is “knowing” the retailer you are about to purchase from will always be there to guide you every step of the way.

2. How long has the manufacturer of the product been in business? How long has the retailer been selling that product?

A long-standing relationship between a manufacturer and a retailer signifies a positive future for you and the product you are about to purchase.

3. Does the retailer employ their own-in-house factory trained Service Technicians?

This is by far the most important question to ask. If a problem develops, many companies using subcontractors will put the blame on the subcontractor or vice versa, leaving you going between the retailer, manufacturer, or subcontractor resulting in not getting your problem resolved and an unpleasant experience. PDC Spa & Pool World only employs in-house factory certified technicians, who are trained to provide you with quality and hassle-free service.

4. What is the retailer doing for you after the sale?

At the time of sale, many retailers state they offer instruction and assistance. Countless times we hear horror stories of customers finding themselves with curbside delivery and no instruction or assistance on how to hook up or operate their new product, leaving them frustrated and unhappy. After placing a call back to the retailer, they are told to read their service manual. PDC Spa & Pool World will be with you every step of the way now and tomorrow. Our factory trained technicians will not only install your product but will also provide you with personalized training in the privacy and convenience of your home. Our friendly and knowledgeable sales staff are always available to answer any questions, and we will provide you with free water testing to keep your water sparkling clean so you can relax and enjoy yourself with complete confidence and satisfaction.

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