



## The Spa Expo: Why We Won't Be There



We get asked *all the time* by our customers, potential hot tub buyers, friends, and even our families:

**“Are you going to be at the big Spa Expo this weekend?”**

And we understand why they ask – the hot tub expo does a *ton* of advertising saying, “Multiple Brands competing for your business.”

And it would make sense that we would be at an event where there are multiple hot tub brands, right!?



## Multiple Brands are not present at the Hot Tub and Swim Spa Expo

We're not at these Spa Expo's because there's actually  
***only one brand represented!***

Household name-brands like:

HotSpring

Sundance

Jacuzzi

D-1

Maxx Spas

and Marquis

**aren't going to be there.**

The hot tub expo gets away with advertising multiple brands because the manufacturer carries a few different lines of hot tubs & spas. But they all come from the same place – and one hot tub manufacturer represents them all.

Besides the misrepresentation of multiple brands, here are a few things we've learned about these Hot Tub and Swim Spa Expos from customers & friends who have visited:



## No Chance To Try Out The Hot Tubs

Because this is a **one weekend only event**, the expo center will be filled with hot tubs and swim spas brought in to be sold immediately. You'll be offered a chance to sit in some of the hot tubs that are on display but, they aren't going to be filled with water (and who wants to strip down into a bathing suit in an expo center full of people anyway!?). Just like when you test drive a vehicle before purchasing it, it is important to "wet-test" a hot tub before you buy it. You never know how the jets are going to feel until you test it out. And if you're on the taller, or shorter, end you want to make sure the water depth is just right.

While you might be able to order the custom colors you want, more than likely the sales team will be pushing the models they have on display so that they clear out their inventory immediately.



## High-Pressure Sales Reps

The sales reps at the Spa Expos are brought in specifically for the event. They are experienced show sales people, and are trained to get the sale on the spot (if they don't close the deal that weekend, they don't get commission) they are high-pressure and want you to make a decision immediately. We think that it's best to take your time when considering adding a hot tub to your home. It's an investment that will make a great addition to your backyard or interior room. You may want to be sure you're picking the right brand. We even suggest a **free backyard consultation** before you take delivery.

# Be Informed

If you do end up going to a Spa Expo in your local area here are some good questions to ask the hot tub company:

- 1. Do you operate a Showroom in my local area? And how long have you been in business?**
- 2. Who do I call for a service or repair issue?**
- 3. What is your cancellation policy?**
- 4. What is the warranty?** What does it cover and what does it exclude? Is it believable and who performs the covered services (or do you have to ship the spa somewhere?)

And more.. Check out some great questions in our hot tub buyers guide (on our website [www.nespas.com](http://www.nespas.com)) before you go to the Hot Tub Expo!

## Happy Hot tub Shopping!

And please stop by one of our three convenient local showrooms

**Auburn**  
(Rt.12)

**Natick**  
(Rt.9)

**Norwell**  
(Rt.228)

**1-800-258-5300**

Serving New England since 1978!

