



*Better Business Bureau® Serving SWLA, Inc.*  
*P.O. Box 7314*  
*Lake Charles, LA 70606*  
*337-478-6253*  
[www.bbb.org](http://www.bbb.org)

## **BBB Warns: Investigate before you invest in outdoor entertainment**

BBB Serving Southwest Louisiana advises consumers to exercise extreme caution when considering ads offering outdoor entertainment items such as a spa or pool for 40 - 80% savings off MRSP. Many homeowners are anxious to find good deals on pools, spas, and hot tubs, but BBB warns these too-good-to-be-true offers could leave you in hot water.

Claims of deep discounts on MSRP (Manufacturer Suggested Retail Price) may not be valid indicators of actual savings from the regular prices of such hot tubs, spas and pools as compared to the prices of Southwest Louisiana area retailers. In addition, many times these offers come from traveling sales crews who may not be available to assist consumers with warranty issues or product quality concerns after the sale is complete.

To ensure you receive a fair deal from a trustworthy business, BBB offers the following general advice when considering this type of purchase:

- Find out who is making the offer and where are they located?
- If the company isn't local, how do you schedule service/repair requests.
- Check with BBB to ensure you're dealing with a reputable company at [www.bbb.org](http://www.bbb.org)
- Find out if the products are demo models that have been carted from city-to-city –these items may have some damage.
- Ask for the name of the warranty provider and quickly check with that provider to see if they are affiliated with the seller.
- Make sure you read and understand any documents or contracts before signing, and ensure you keep all copies for your records.
- Shop around to determine if you are really saving money on a quality product? Many times the 'sale prices' are "too good to be true" and may be inflated to start with.

Although it may appear there are many dealers at the show, often times it's traveling sales crews using several different booths to create the illusion of many different companies. These crews disappear quickly after the show leaving consumers with many unfulfilled promises. BBB suggests consumers shop around to ensure you're getting the best deal and a quality product. You can find a list of local trustworthy pool/spa/hot tub companies by visiting [www.bbb.org/lakecharles/accredited-business-directory](http://www.bbb.org/lakecharles/accredited-business-directory)