



Questions to Hot Tub sellers

Doing your hot tub research, most of the information is present online, but you also have full right to inquire different brands about their product and what exactly their service includes.

Here are the questions that you might want to send (copy & paste) to a few selected sellers before making your final decision to buy some particular hot tub.

Print them out to have at hand or copy the questions which are relevant to you and send them via email to your selected hot tub sellers.



Brand-and service-related questions

Delivery and installation

Date _____

Brand _____ Brand _____ Brand _____

Do you offer free delivery to my location, or how much will it cost?

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Is a crane needed to deliver the hot tub to my garden?

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Do you help with finding a crane operator?

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Is offloading the hot tub from the vehicle included in your delivery?

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Brand-and service-related questions

Date _____

Delivery and installation

Date _____

Brand _____ Brand _____ Brand _____

Do you offer the installation service?

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Is the installation service included in the delivery?

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What is your delivery time after ordering a hot tub?

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What parts are included when buying the hot tub model?

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Are stairs, chimney, hot tub cover and heat protectors included in the standard package?

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Do I need to buy any accessories or hardware items (power cords, fittings, filter cartridge, etc.) to be able to use the hot tub straight after delivery and installation?

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Are the water treatment chemicals included?

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Warranty conditions

Brand _____ Brand _____ Brand _____

What is your warranty period?

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Does your warranty cover all hot tub parts?

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Brand-and service-related questions

Date _____

Warranty conditions

Brand _____ **Brand** _____ **Brand** _____

What hot tub components are covered with a limited warranty?

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What is your best warranty claim handling turnaround?

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Do you have a service team in the UK to complete the repairs?

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Do you send the technicians to do the repair work?

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Viewing the hot tub before buying

Brand _____ **Brand** _____ **Brand** _____

Do you have a showroom in my location/country?

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Do you arrange a live video call to view the hot tub and answer customers' questions?

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Price and financing

Brand _____ **Brand** _____ **Brand** _____

Do you offer discounts to buy the hot tub model from you now?

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Do you offer financing?

--	--	--



Product-related questions

Size

Brand _____ Brand _____ Brand _____

What are the measurements of the hot tub model?

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What is the required space in the garden for the hot tub model?

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What is the size of a packed hot tub?

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Technical resources

Brand _____ Brand _____ Brand _____

What water can I use in the hot tub model?

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What is the power rate of the hot tub model?

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What water sanitisers (chemicals) can I use with the hot tub model?

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Is the water filter cartridge included in the hot tub package?

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Product-related questions

Date _____

Product design materials

Brand _____ Brand _____ Brand _____

Are the materials in your hot tub safe to use with seawater or chlorine?

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What type of wood do you use for the wooden parts of your hot tub, and what is its typical lifespan?

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What is the standard lifespan of the hot tub liner (if present)?

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Notes
