

PRESS RELEASE
Authorised By: Director
SPAS DIRECT AUSTRALIA

In 2017, Spas Direct enjoyed commercial success well beyond any of our previous 14 years trading under the one and only business identity. Our sales increased by 150% on 2016, selling 2450 spas to happy customers all over Australia. We also sold 50 spas to customers who were less than happy. For one reason or another and despite their getting the best deal available anywhere, online or in-store, they were not 100% satisfied. Either it was a problem with the delivery, the installation or the product itself. This can happen in any industry, why do you think even the most luxurious motor vehicles come with a warranty? The simple truth is that 2% of our customers had a spa purchase experience that was less than perfect.

That most of the problems were caused by factors beyond our immediate control at Spas Direct doesn't change the reality that customers received spas that might have been damaged in transit or when unloaded, or they weren't properly installed by our contracted installation agents. There are only half a dozen people directly employed at Spas Direct; that's one of the ways we keep the prices so affordable for average, everyday Aussies to afford. We have to use contractors and sometimes accidents happen but we don't tell our customers to take it up with them. No, we accept they have a genuine issue and we address it.

Spas Direct has been in business for as long as we have because we obey the laws that are in place to protect you, the consumer. These laws set out exactly what our obligations are and we adhere to them. In fact, we usually go beyond them because our good name is worth more to us than the cost of a warranty callout. 2% dissatisfaction is very, very low. Australia wide, whatever the industry, product or service, 2% is a percentage many much larger corporations would love to achieve.

Spas Direct has also had dispersions cast upon our good name regarding the more than 30 spas we have given away as part of our promotional program and in some cases, as charitable gifts to very needy, very deserving and decent Aussies. Spas Direct isn't a faceless limited liability corporation you can buy shares in that really doesn't care about what they sell and who they sell to so long as they make profit. Spas Direct is a small, family owned and operated Australian business that values its ability to be a worthwhile member of the community, to give something back, to say thankyou for the wonderful support and patronage of our customers.

The squeaky wheel gets the oil and bad news sells faster than good; that's just how it is in this world. We at Spas Direct see no advantage in exposing ourselves to unscrupulous cutting and pasting either in print or via electronic media. Nor do we believe we have to answer to anyone other than our customers and the law. Rest assured if you have a genuine complaint it will be heard and addressed. We are striving for 0% dissatisfaction but until we can achieve perfection we sincerely regret 98% satisfaction is the best we can do... so far.