

“In 60 odd years, we’ve never experienced anything like the service they provide to us.”

Noeleen and Jeremy Shaw, Oxford.



Noeleen loves her HotSpring Spa and uses it on most days and at different times to ease the arthritis in her hands.



Last year, retired couple Jeremy and Noeleen Shaw of Oxford bought a HotSpring Spa from Wrights. This purchase included the special offer at the time of a free Masport Patio Gas Heater.

“Wrights also came out from Christchurch, set up and installed both, then left us with very clear, easy to follow spa cleaning and operating instructions. All at no charge. Then 3 months later Wrights sent out a pool cleaner replacement kit and phoned to make sure everything was OK - good service that has since continued.”

“However, a couple weeks ago when Jeremy went to fire up the free gas patio heater, it wouldn’t go. Wrights offered advice over the phone, but it still wouldn’t go. So, they drove out to Oxford (about 45 minutes from their showroom) and dismantled the heater. And there was the problem. A dead spider blocking the gas line.”

Jeremy again, “Now, I call that superb service, particularly as they wouldn’t take a cent for their time (about 3 hours). I insisted. But they said... ‘no, just part of the service when you buy the best’. Noeleen and I have never experienced the like of it. Really nice people to deal with and nothing is ever a problem.”

Wright  **HotSpring**
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