



July 24th, 2020

Dear Saratoga Spa Dealer,

We at Saratoga Spa Company need to share our current and anticipated ongoing vendor supply challenges which may cause a change in product components and features. We apologize for the inconvenience and potential interruption to receiving standardize spec product.

As an initial challenge, we are currently adjusting the items listed below. You may or may not be affected with these changes and or other substituted items going forward. We are being shorted and backordered on many parts and components from vendors. They are struggling to meet the demands of the industry during this extremely busy time. We will always make the effort to build as many products to their standard specs for our dealers. Unfortunately based on the supply chain and volume of daily builds we may not be able to speak to each individual dealer regarding a spec change on their specific production. To keep production moving forward we may need to make decisions quickly. We will not keep partially finished product as we wait for certain components, *excluding covers*. Due to the volume of business, we will not track specific spec changes to then send out the corrected spec component to affected dealers. Last, we will continue to hold all after-market components to maintain our production safety stock. This means we will not be shipping orders on parts and components potentially used to complete spas.

CURRENT ITEMS AFFECTED:

Head Rests – Logo and Non-Logo Style may be substituted for each other.

Jets – Duo Tone™ Gray and Orion Stainless accent may be substituted with each other in the same spa based on inventory. Full Chrome may also be used with Orion Stainless when necessary.

Overlay – Generic and Saratoga Design may be substituted for each other

If needed in working with customers, the back of each brochure lists the following statement: *Saratoga Spa & Bath Co., Inc. reserves the right to make changes in product characteristics; standard equipment supplied or available at any time without notice. Not all features are available on all models.*

We thank you for your understanding during this unprecedented time.

Sincerely,

Jay Ahl
Director of Sales and Marketing
Saratoga Spa Company

33 Wade Rd • Latham, NY 12110
Phone: 518-786-1111 • Fax: 518-782-0632

(www.saratogaspas.com)