



Change Order Policy and Procedure

Effective January 1, 2021

ALL hot tub and swim spa orders received September 1, 2020 and later will follow this procedure for requested order changes.

- Order Acknowledgement will be emailed at time of original order as is the current procedure for order placement.
- Changes to the original order will NOT be accepted prior to a second email notice referring to requested changes being accepted.
- Approximately 60 days prior to production, an email will be sent from: orderupdate@pdcspas.com, with the Change Order Request Form attached.
- Changes will be accepted ONLY up to two weeks from the notification. No changes will be accepted after that time period.
- Changes will be accepted ONLY via the editable Change Request Form. Form is attached to the notification email. The Form must be completed in full.
- Respond to the notification email as a "Reply". This will have the same subject line as the notification email. Attached the Change Order Form if changes are requested. Type "confirmed as original order" in the body of the Reply email, if no changes are required
- Should no Reply be received within the two week period following the notification, it will be assumed there are no changes requested and original order is accurate as placed.

For orders placed prior to September 1, 2020, any requested changes to original order will be accepted ONLY via email, orderupdate@pdcspas.com. The email MUST include the PDC order number for the request to be considered.