

By consumers, for consumers...

Ripoff Report

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Report: #369553

Report: Blue World Pools - Global Sun Pools from Blue World Pool - Global Sun Pools

Reported By: (Tempe Arizona)

Rip-off Report Investigation: Blue World Pools is honest, legitimate, and customer service oriented business that has a commitment to 100% customer satisfaction, pledges to resolve complaints & address all inquiries. Commitment to Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program. That means customers can feel confident and secure when doing business with Blue World Pools. Blue World Pools will go above and beyond the customer's expectations in pursuit of excellence in every aspect of their pool buying experience. Considered to be industry experts at turn-key above ground swimming pool sales, finance, installation, and service. Carson City, Nevada Nationwide

Blue World Pools - Global Sun Pools from Blue World Pool - Global Sun Pools

2533 N. Carson Street Ste. 4925
Carson City Nevada 89706
United States of America
Phone: 706 0907

Category: [Pool Builders](#)

Submitted: Wednesday, September 03, 2008

Posted: Friday, June 11, 2010

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[Rip-off Report Investigation](#)

Blue World [Pools](#) joins Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program. ...A long name for a program that does a lot for both consumers and business alike.

Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program...A program that benefits the consumer, which assures their complete

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Author Consumer Employee

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satisfaction and confidence when doing business with a member business.

As a matter of policy, when Rip-off Report is retained by a company to mount an independent investigation and to publish our findings, we examine the truthfulness of the consumer complaints using every bit of information at our disposal. Our process is systematic and highly effective because: 1) It takes place at the consumer level and 2) the company or individual in our Corporate Advocacy Program must commit to 'doing whatever it takes to make things right with their customers.' By working closely with the company or individual, Rip-off Report can track the footprints left behind when their promised level of customer service is actually followed by the solid ground of real behavior. Only then do we publish our findings.

Rip-off Report cannot ever guarantee any product or service, but we can only report what we find, in order to help you get a better understanding of the company or individual we are investigating. That having been said, the conclusion Rip-off Report came to after our investigation, to the best of our knowledge, is that this company is a reputable firm, offering products and services of real value.

ALL COMPANIES GET COMPLAINTS, BUT HOW THE COMPANY HANDLES THOSE COMPLAINTS, SEPARATES GOOD BUSINESSES FROM BAD BUSINESSES.

By Ed Magedson - Founder, Rip-off Report

Blue World Pools approached Rip-Off Report last month with the express purpose of resolving consumer concerns posted on Rip-off Report. Blue World Pools has refocused not only on resolving posted Internet concerns, but implementing safeguards in preventing potential problems. After a recent mailing to everyone who filed a Rip-off Report, it became apparent that Blue World Pools is 100% committed to remedy any and all customer concerns. This commitment goes so deep that a top executive is quoted as saying, ..*"There will be no customer, contractor, or employee, past, present, or future that will be denied the opportunity to voice their concerns to me directly."* He further stated, ..*"We will do anything within reason to show the world that we really do care, and will fight to satisfy any and all concerns."* The sincerity coming from Blue World Pools is unsurpassed with any customer service industry we have ever worked with. Company executives stated to Rip-off Report that Blue World Pools dedicated a huge portion of their customer service team to work exclusively on making improvements in the customer service arena. Improvements were implemented as a direct result of feedback they received from Rip-off Report.

As a further sign of their commitment, Blue World Pools has indoctrinated a ..*"How can Blue help you"* philosophy. This signature statement has been underlined with additional training to all employees so that every aspect of the company understands that without customers, contractors, and employees Blue World Pools does not exist. Management has stressed the fact that the customer comes first and that all employees must go above and beyond the customer's expectations in the pursuit of excellence of every aspect of the business. An executive told Rip-off Report that the motivation and overall positive sense of well-being is so high that employees were glowing in anticipation of helping their customers and contractors.

BLUE WORLD POOLS CONTINUES TO CLARIFY WHO THEY ARE AND WHAT THEY CAN DO FOR CLIENTS

One of the surprises that came from the Rip-off Report investigation was the complaints that came from people who did not even purchase a pool from Blue World Pools. A surprising number of complaints were split up into two categories. One was out-of-area consumers alleging they could not get service from Blue World Pools when in fact the company's policy is to not sell to consumers in locations where the pool could not be installed and serviced in a timely manner. The other was from un-qualified consumers who may have been in an active bankruptcy, foreclosure, or so far past due in their child support that Blue World Pools felt they should not be buying a luxury item. Independent contractors that travel to customer's homes are meant to follow Blue World Pools policies and procedures. Should there be any issues with a contractor, the contractor is reprimanded and or terminated, and Blue World Pools makes it right with the customer.. Blue World Pools has shown that being a good corporate citizen is more important than just selling another pool.

BLUE WORLD POOL = WHAT THEY CAN DO FOR CONTRACTORS, SOME TAKE ADVANTAGE OF BLUE WORLD POOLS GENEROSITY

The dedication that Blue World Pools has to its customers sometimes costs them salespeople. Through intensive examination into complaints sent from ex-salespeople the Rip-off Report was simply amazed at our findings. Although Blue World Pools has a pay program which enables salespeople to receive money just for running appointments, some salespeople have tried to take advantage of Blue World Pools generosity. We have uncovered extortion attempts whereas salespeople have demanded huge commissions on orders that were canceled by the customer or in some cases turned down for financing. When Blue World Pools does not pay this money that is not owed, they were threatened with Internet complaints. The sales manager at Blue World Pools was recently quoted with a very wise business style: "In an effort to make sure that all our clients are treated in an honest and fair manner, we do not pay our salespeople more than 75% of their commission until the customers pool has been installed, funded, and we have done a verbal follow-up call to make sure they are 100% satisfied. This enables us to let salespeople know they must treat our customers the right way if they want to receive the balance of their commissions in a timely manner." Our research here at the Rip-off Report has not been able to find a single credible situation that a contractor was not paid all monies due to him/her. We have actually witnessed several instances where Blue World Pools actually paid out more money in either commissions or advanced travel than what was due, and never recouped the money. From what we have seen here at the Rip-off Report, Blue World Pools may very well be one of the most lucrative home improvement businesses a contractor can be a part of.

ANY BUSINESS CAN MAKE MISTAKES, ANY BUSINESS THAT CAN ADMIT THEY MADE MISTAKES AND CORRECTS THOSE MISTAKES IS A BUSINESS YOU CAN TRUST AND WORTH DOING BUSINESS WITH

Blue World Pools stated that they have recently streamlined the customer service department in an effort to eliminate dropped calls or unusually long hold times. In addition, Blue World Pools has added new processes that allow them to better serve clients from all across the country.

Because of our investigation and the sincere efforts put forth by Blue World Pools, Rip-off Report is proud to give Blue World Pools a positive rating. All in all, the company implemented strategic changes to its Customer service Department and reached its goal of achieving total customer satisfaction through excellent service. This was made possible by a totally honest approach to corporate introspection.

Blue World Pools CEO stated "We understand that the only way to grow as a company is by first recognizing our weaknesses and then committing the resources necessary to fix the problems those weaknesses have created." . He then added, "We know we have made mis takes, all businesses do, but I can assure you we are 100% committed to resolving those issues and creating an excellent experience for our clients."

RESULTS OF MAILING TO ALL THOSE WHO FILED A RIP-OFF REPORT

As a part of the Corporate Advocacy program--Rip-Off Report sent an email to every client who filed a Rip-Off Report on Blue World Pools and I would now like to share the results with you.

Like almost every other emailing, this time was not different. The majority of customers/contractors stated that they appreciated our efforts and related how they had already been taken care of in a satisfactory manner. As usual, most customers asked if they could remove the report they filed and we explained that unfortunately, it was not possible. It is Rip-Off Reports' philosophy that it is much more beneficial for the consumer to see how a company like Blue World Pools takes care of their mistakes. No company is without its share of problems, however, there are many companies who continually sweep those problems under the rug and never achieve the growth that other companies such as Blue World Pools enjoys.

Rip-off Report feels Blue world Pools has learned from all those who have complained . . . and they even seem to be thankful for those who have brought problems to their attention. One executive stated, .."We can only improve our business based on feedback from our clients, we are now looking at that feedback as a not her avenue to become better."

BLUE WORLD POOLS shows leadership by joining the Corporate Advocacy Business Remediation and Customer Satisfaction Program.

Keep in mind, Blue World Pools has had well over 2,000,000 potential customers call about swimming pools with a Rip-off Report complaint ratio of less than 1/100th of 1%. This is really amazing considering the fact that Rip-off Report appears on most major search engines on the first page right below Blue World Pools. This percentage is significantly below the industry standard for the clientele that they work with. From our perspective, it is unusual for a company that has had so few complaints request on their own to be a part of the Corporate Advocacy Business Remediation and Customer Satisfaction Program. Blue World Pools is showing leadership for other companies to follow that they care about their clients.

ABOUT THE CORPORATE ADVOCACY PROGRAM

While Rip- off Report does not endorse any company, including The Tax Club, overall, our research demonstrated to us that The Tax Club is a solid, reliable company that stands behind its service.

Many companies that contact Rip-off Report make claims that the Reports about them are false, were filed by the same person or even a competitor. Yes, Rip-off Report knows this can happen from time to time; however, we know this is not true most of the time. From federal to local law enforcement agencies, most use Rip-off Report regularly. When Rip-off Report works with law enforcement to assist consumers, never once have we heard from any agency that the Reports filed had bogus contact information. These agencies include FBI, FTC, SEC, Homeland Security, US Postal Inspectors, Justice Department, IRS, Federal Prosecutors and local law enforcement in the USA along with government agencies in more than eight other countries.

Rip-off Report does not solicit its Corporate Advocacy Business Remediation & Customer Satisfaction Program. Any participation in this program is completely voluntary and at the request of the program member.

This program requires the Member Business to agree to satisfy all complaints - past, present and in the future, even when those complaints come to us by e-mail.

The Member Business must also state improvements they are willing to make to their business which benefits the customer to avoid the reported problems from happening again in the future.

Anyone contacting the following e-mail address will get immediate attention. (within 3-5 business days, usually within 24 to 48 hours) We ask that you contact swarren@blueworldpools.com

RIP-OFF REPORT CHARTING NEW TERRITORY

Corporate Advocacy Program = The program that benefits the consumer, assures them of complete satisfaction and confidence when doing business with a member business

..Remember, just because a company or individual is reported on Rip-off Report does not mean you should not do business with them. Use Rip-off Report information as a tool to your advantage. Be knowledgeable about any company or person you hire. Also, don't be afraid to ask questions and get additional information until you feel comfortable in allowing them to work for you.

Be sure to contact us with your questions and comments about any business that is part of the Corporate Advocacy Business Remediation and Customer Satisfaction Program. Your questions, comments and suggestions are always welcome and will be considered even if we don't agree with them. Please realize Rip-off Report is chartering in new territory, working to make a change for both consumers and businesses alike.

Consumers can feel confident and secure when doing business with Blue World Pools Here's why.

Blue World Pools made a commitment to and are a proud member of Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program. The program that benefits the consumer, assures them of complete satisfaction and confidence when doing business with a member business

Sincerely,

ED Magedson- Founder
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www.ripoffreport.com

Consumer Reporting News Agency
...by consumers, for consumers

Rip-off Report
PO Box 310 - Tempe, Arizona
U.S.A

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