



CHF BC Commercial Services Maintenance & Repair Supplies Program



Sign up with RONA for your maintenance supplies - Here's how!

1. **Program Overview** – Review our program brochure to find out about participating RONA locations and discounts. The program brochure is on our website at www.chf.bc.ca.

Please note that discounts are in the form of semi-annual rebates. CHF BC will issue rebate cheques directly to your co-op. Discount amounts vary by product category.

2. **Account Set-up** - Contact Stan Neumann at RONA (604.819.2910 or stanley.neumann@rona.ca) to set-up your account. You can shop at different RONA locations – just let Stan know when you set up your account.
3. **Purchase Authorizations** – RONA will provide you with a Stipulations of Account form to establish purchase authorizations, purchase order procedures and contact information specific to your co-op. The Stipulations of Account form is available on the CHF BC website.
4. **Payment and billing** – Payment can be made by cash, credit or invoice billing.
Credit: - RONA accepts Visa, Mastercard and American Express
 -A RONA Commercial Credit Card is available subject to credit approval.
Invoice: -Invoice billing is subject to approval of an in-house account application.
5. **To order:** Fax or phone the commercial or customer service desk at the RONA retail location of your choice or shop in-person.

Orders placed by 12:00 pm local time will be available for pick-up by 7:00 am or delivered by 11:00am the following day. Delivery option does not apply in areas that do not have a local RONA store.

6. **Delivery** is available freight free on orders over \$150.00. A \$50.00 delivery charge will be applied to orders less than \$150.00.
7. **Catalogue** – A program catalogue of frequently purchased items at the lowest net price to CHF BC members is available on CHF BC's website.
8. **Project Management Assistance** – RONA's Corporate Sales Team representatives are pleased to assist your co-op with large project management and product sourcing.
9. **Your satisfaction is important to us!**
We appreciate your feedback. If you have any questions, concerns or comments about this program please contact Julie Hunter at 604.879.5111 (extension 138) or jhunter@CHF.bc.ca.
10. **Forms** – Program forms, brochures and catalogue are available at www.chf.bc.ca.