



## 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](http://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](mailto: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](mailto:jhunter@chf.bc.ca).
10. **Forms** – Program forms, brochures and catalogue are available at [www.chf.bc.ca](http://www.chf.bc.ca).