



CHF BC Commercial Services Appliance Program Mainland BC



Think Trail for all of your co-op's appliance needs!

- 1. Program Overview** – Review Trail's Welcome package to learn about Trail's program details including products and services, delivery details and prices, credit information and extended warranties. The Welcome Package is available on CHF BC's website at www.chf.bc.ca or by contacting Trail.
- 2. Trail Appliances CHF BC program contacts:**

Norm Turnbull Apartment Replacement Specialist Cell: 604-992-7124 Store: 604-534-7461 Fax: 604-534-7468 Email Norm or Leanne: apreplacement@trailappliances.com	Leanne Cheavins Builder Administrator Store: 604-534-7461 Fax: 604-534-7468
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- 3. Product Prices** – contact Norm Turnbull at Trail for product recommendations and prices.
- 4. Terms of Sale** – Co-ops must complete a Terms of Sale agreement in order to set-up their Trail account. The form is available on CHF BC's website or by contacting Trail Appliances.
- 5. Payment and billing** – Payment can be made by cash, cheque or Trail credit account.
 - **Credit Accounts** – CHF BC members are eligible for a \$3,000 credit limit without an application. Co-ops seeking a higher credit limit will be required to submit a completed credit application.
 - Trail accepts Visa, Mastercard and American Express for in-store purchases only.
- 6. To order:** Orders can be made via fax, phone or online.
 - **Fax** order forms can be found in Trail's Welcome Package and on their website at http://www.trailappliances.com/subSites/BC/Documents/OrderFormFinal_distributed.pdf
Fax your completed order form to Norm Turnbull or Leanne Cheavins at the number above.
 - **Phone orders** can be made by calling Norm or Leanne.
 - **Online** order requests can be made at:
http://www.trailappliances.com/subSites/BC/Documents/OrderFormFinal_distributed.pdf
A Trail sales representative will contact you within 24 hours to confirm and discuss the specifics of your online order.
- 7. Emergency replacement:** Trail will do their best to provide next day delivery on urgent orders placed by 11:00am. For urgent requests, please contact Leanne Cheavins at 604.534.7461.
- 8. Delivery** is available throughout BC. Delivery to most regions is \$40 for the first piece and \$15 for any additional appliances delivered to the same address. Haul-away of old appliances is also available.
- 9. Your satisfaction is important to us!**
We appreciate your feedback. If you have any questions, concerns or comments about this program please contact Arnold Sang at 604-879-5111 (extension 138) or asang@chf.bc.ca.
- 10. Forms** – Find program information, forms and applications at: www.chf.bc.ca/pages/groupbuying2.asp