



## 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](http://www.chf.bc.ca) or by contacting Trail.
- 2. Trail Appliances CHF BC program contacts:**

<b>Keith Stevens</b> Key Account Manager, Multi-Family Division Store: 250-475-1511 Fax: 250-475-3013	<b>Melissa Hofer</b> Builder Administrator
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- 3. Product Prices** – contact Melissa Hofer 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 upon credit approval. Please complete a 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](http://www.trailappliances.com/subSites/BC/Documents/OrderFormFinal_distributed.pdf)
  - Fax your completed order form to Keith or Melissa at 250-475-3013.
  - **Phone orders** can be made by calling Keith or Melissa.
- 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 Keith or Melissa at 250-475-1511
- 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 1-866-879-5111 (extension 138) or [asang@chf.bc.ca](mailto:asang@chf.bc.ca).
- 10. Forms** – Find program information, forms and applications at: [www.chf.bc.ca/save-more/appliances](http://www.chf.bc.ca/save-more/appliances).