



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

1. Trail Appliances CHF BC program contact:

Catherine Maxwell – phone direct 778-571-3476, cmaxwell@trailappliances.com. Please send any forms to apartmentreplacement@trailappliances.com.

2. Product Prices – contact Catherine at Trail for product recommendations and prices.

3. Terms of Sale – Co-ops must complete a Terms of Sale agreement in order to set-up their Trail account. The form is available by contacting Trail Appliances.

4. 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.

5. To order: Orders can be made via fax, phone or online.

- **Phone orders** can be made by calling Catherine.
- **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.

6. **Emergency replacement**: Trail will do their best to provide next day delivery on urgent orders placed by 11:00am. For urgent requests, please contact Catherine Maxwell at 778-571-3476.

7. **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.

8. **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.