

**Think Trail for all of your co-op's appliance needs!****1. Trail Appliances CHF BC program contacts:**

Melissa Hofer Builder Administrator

Store: 250-475-1511

Fax: 250-475-3013

- 2. Product Prices** – contact Melissa Hofer 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.
 - **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 Melissa at 250-475-3013.
 - **Phone orders** can be made by calling Melissa.
- 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 Melissa at 250-475-1511
- 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 1-866-879-5111 (extension 138) or asang@chf.bc.ca.