



# CHF BC Commercial Services Appliance Program Vancouver Island



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

**1. Trail Appliances CHF BC program contacts:**

**Catherine Maxwell** Builder Administrator

Direct Line: 778-571-3476

Email: [cmaxwell@trailappliances.com](mailto:cmaxwell@trailappliances.com)

Fax: 604-534-7468

- 2. Product Prices** – contact Catherine Maxwell 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, e-mail or phone.
  - **Fax** order forms can be found in Trail's Welcome Package and on their website at Fax your completed order form to Catherine at 604-534-7468
  - Email orders at [apreplacement@trailappliances.com](mailto:apreplacement@trailappliances.com)
  - **Phone orders** can be made by calling Catherine at 778-571-3476
- 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 at 604-838-3385
- 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](mailto:asang@chf.bc.ca).