



Dealer Guidelines

March 2013

New Dealers – Will receive a start up promo package

Minimum Orders – There is an initial minimum order of 3 ionizers.

Ordering - Orders for ionizers can be phoned or emailed in to the office:

1-877.770.5247 option 3, (or locally 780-433-4508 – option 3). Or call me directly at: 780 432-3050 (M/W/F)

Or email me at: susank@waterionizer.org

Shipping - Dealers will pay shipping costs for their orders.

For minimum 3 ionizers in BC, AB, SK the charge is \$20 per ionizer. \$28 for orders of single units.

For shipments to MB, ON, QC the charges are \$25 each for 3 units. \$38 per ionizer for orders of single units.

For Maritime & Northern provinces \$30 each for 3 units. \$48 per single ionizer shipment.

For outlying areas +\$10 to your area cost.

If you are ordering larger multiple units the cost per unit will be reduced.

Dropshipping - To qualify for drop shipping the dealer must have an initial purchase at least one 3 ionizer shipment. After that the fee for drop shipping is \$25 per ionizer, (in addition to regular shipping costs). Best Water will take your customer's information and send directly. Packing slip only will be included. Other items may be drop-shipped to your customer for +\$10 drop ship fee.

*(Drop shipping option does not apply to International dealers)

**Ask about pricing for sending ionizers into the US

Warranty - The lifetime warranty on manufacturer parts defects is valid for your customers. As a dealer you are responsible for any support and customer service to your customers. If the dealer has done everything possible to support the customer with their difficulty and he/she thinks that the ionizer will need to be sent to the repair centre; at that point, the dealer can refer the customer to Best Water customer care, once the dealer has alerted our Tech Support with the customer information. Best Water will cover the full costs of the repair up to the 5 years of the warranty, including labour plus the return shipping to your customer. After the first year, it will be the responsibility of the customer to ship the ionizer to the repair centre at their own cost. No ionizers are accepted into our repair centre without an authorization from Best Water.

By signing our Dealer Agreement you are implying your agreement with these guidelines. Please feel free to call with any questions regarding these guidelines. I'm looking forward to supporting you in your efforts to increase your sales and serve your customers.

Susan Kasper
Director of Dealer Programs
Best Water Inc
780 432-3050 (direct)
1-877-770-5247- option 3
susank@waterionizer.org
www.waterionizer.org