

Frequently Asked Questions

(Q) Do I have to commit to selling a range or volume of agency product?

(A) There are no targets or commitments placed on you as an agent to sell agency products.

(Q) Do we have to display Agency products?

(A) No there is no commitment to show agency product if you do not wish to. As the products are only available through Priority Partners, we would recommend that you do promote them in-store. Montpellier will actively drive consumers to priority partners stores to purchase the product.

(Q) Do we get a display allowance to show agency products?

(A) Display Support credits will be raised in addition to the Request For Payment documentation for the agency product. Noting that the VAT element on the display support credit is that of the agent as opposed to the consumer. Criteria for Display Support is as follows: Max. 5 products per store to qualify for display allowance / Min. 6 months on display unless otherwise stated by MDA / 1 x Display allowance per product per store / All orders through MDA.

(Q) What marketing of agency will Montpellier do?

(A) As we can advertise products at a price we will aim to drive consumers to our agency dealers. We will equip you with online ad offline collateral to help you advertise the products.

(Q) Can I advertise agency products?

(A) We would actively encourage you to advertise the agency range as long as it is at the full retail price.

(Q) Do I need to send Montpellier the consumers' details?

(A) Internally we do not require the customers details, however, we require you as an agent to keep a full audit trail of the transaction should it be required at a later date. We also would encourage the consumer, for extra peace of mind, to register the product on the Montpellier website. to activate their guarantee.

(Q) How does the customer know their contract is with Montpellier?

(A) When a sale is made the consumers receipt is placed in a Montpellier receipt holder that states that you are acting as an agent of Montpellier and that the contract is between Montpellier Domestic Appliances and the consumer. If an online sale, the consumer must



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(Q) How much notice of price changes or marketing activity will Montpellier give me?

(A) Price changes are simple, 28 days. Promotional activity will be advised 14 days prior to the activity commencing, however, for obvious reasons pricing will be withheld until the last minute.

(Q) How long do I have to change my pricing?

(A) You will have until the end of the next working day to update your prices both in-store and on-line.

(Q) What happens if there is an issue with the appliance and the customer needs it resolved?

(A) Whilst the agreement is between Montpellier and the consumer we are conscious that you may wish to deal with the consumer, therefore there are two options:

- (1) Montpellier will help you to resolve any issues the customer may have
- (2) We are happy for you to refer the consumer to the Montpellier Customer Service team who will be happy to deal with the matter. Tel:03333 234 473

(Q) What happens if a customer returns a product?

(A) Our terms and conditions refer to two different scenarios:

- (1) In-store sale
- (2) On-Line sale

(Q) When do I get my commission?

(A) Commission is paid to you once our request for payment has been received from you.

(Q) Can I hold stock?

(A) You should not order stock until you have a consumer for it. Montpellier will assume that any stock you order has been pre-sold.

(Q) As an Agent can I charge a customer for delivery and installation?

(A) Yes you can charge for any 'additional services' you provide, however, this transaction MUST be done separately to the appliance transaction. The product MUST sell for the full SRP.