

Plant Tour Commercial Customer Coupon Incentive

Redemption Instructions



Please follow these important steps to ensure the distributor receives the appropriate credit for commercial plant tour coupon incentives:

- 1) Designated plant personnel will provide the plant tour coupons at each location (McBee, SC, Ashland City, TN, Renton, WA and Johnson City, TN) at the end of the tour presentation.
- 2) Contractor customer will present the coupon to the Distributor who will discount the unit at the time of purchase.
- 3) Distributor will provide a copy of the invoice along with the coupon to the Rep.
- 4) The Rep will fill out a "Credit Request Form" and send it along with a copy of the distributor's invoice and redeemed coupon to Sales Support personnel. Regardless of the Plant Tour Location, please submit all redemptions to Ashland City, TN Sales Support Personnel – email salesupport@hotwater.com
- 5) **IMPORTANT:** Rep is requested to advise the distributor **NOT** take a deduction...Sales Support personnel will issue a credit memo for the amount due to the distributor. Please allow two weeks for the credit to be issued.
- 6) Sales Support personnel will log the claim in a report and track the number of coupons redeemed.
- 7) Sales Support personnel will send a copy of the credit issued as confirmation to the Rep that the distributor has been reimbursed.

For more information, please contact your RSM or Sales Support Personnel via email at:
salesupport@hotwater.com