

## **Santa & Servco Retail Installation Deposit Policy:**

A deposit for an equipment installation job is not required for existing customers when the total amount of the job is less than \$20,000. A 20% deposit will apply to Jobs over \$20k. The deposit is due when the contract is signed.

### **Existing customers**

- ❖ Before scheduling an appointment to quote an installation job, the person scheduling the estimate appointment will review the customer's account to ensure they are in good credit standing.
- ❖ The credit manager will be asked to review customers with outstanding balances greater than 60-days. The credit manager reserves the right to ask for a deposit from these customers.
- ❖ The person scheduling the appointment will add a note to the salesperson calendar indicating when a deposit is required.

### **Non-customers**

- ❖ First-time customers will have two options:
  - Complete a credit application. If approved, a deposit would not be required.
  - Provide a 20% deposit at the time of signing the contract.
- ❖ The person scheduleing the appointment for an estimate will note on the salesperson's calendar if the estimate is for a current customer or non-customer.
- ❖ If the customer is going to be a fuel customer, they must complete a credit application.

### **Additional Notes**

- ❖ Every installation job must have a signed contract before beginning any work.
- ❖ A copy of the signed contract must be attached to the customer's account.