

## PROS sign up for FREE

Are you a general contractor or professional? Then register for FREE at the PRO Desk at Kooyman Megastore to enjoy our special benefits for PROS only! You can register up to 3 persons per company who each will receive a personal PRO Card. Only with your PRO Card you can pay at the PRO Check Out.

To check if you qualify to sign up, please read the Pro Services Requirements section below.

## PRO Desk

The PRO Desk is your one, dedicated point of contact. Our PRO Desk personnel is highly qualified to help you with any question or request that you have. The PRO Desk is open Monday – Friday from 8:00 AM – 5:00 PM.

## PRO Check Out

Registered PROS can enjoy faster check out with their PRO Card at the PRO Check Out. This special cash register is open Monday – Friday from 7:00 AM – 5:00 PM. You can recognize it by the sign above it.

## Rebate program and special promotions only for PROS

Based on your yearly purchase amount at Kooyman (with a minimum of Naf./AWG. 30.000,-) we will issue an additional rebate of 3% over all purchases with only a few exceptions. See Pro Service terms and conditions for more details. As a registered PRO you will also be kept up to date with the latest email promotions geared specially for PROS. This way you are the first to know what we have on sale.

## 60 Days return

Bought the wrong product? Normally you can return your products within 30 days. But for our PROS we've extended our return policy and you can return your items within 60 days!

## Priority order picking & delivery service

### Order picking

We offer you the option to submit your order so we have it ready when you visit our store. This is offered from Monday – Saturday according to the following schedule:

Orders submitted before:	Order pick up:
<b>8.00 AM</b>	same day between 12.00 PM – 6.00 PM
<b>12.00 AM</b>	same day between 4.00 PM – 7.00 PM
<b>2.30 PM</b>	same day between 6.30 PM - 7.00 PM
<b>3.00 PM</b>	next day between 7 AM - 12 PM



## Delivery Service

We are happy to deliver your order at your construction site. Our delivery service is offered from Monday – Saturday according to the following schedule:

Orders submitted:	Delivery:
before 3.00 PM	same day
after 3 PM	next day before 12 PM

Delivery charges may apply. Check our PRO desk for more information.

## Financing / Credit options

In case you need extra purchasing power to expand your business we can offer you financing options. Please ask for the possibilities at the PRO Desk.

## Online access to your PRO Account

To help you with your administration you will receive an account to Kooyman Customer Portal to be able to manage your account, authorized persons and statements any time anywhere.

## PRO Service terms & conditions

- Any firm can apply for the Kooyman PRO Service.
- Only the owner and/or director (the 'PRO') of the firm can apply for the Kooyman PRO Service.
- What you need to register depends on your business type:
  - An approved form of Application (form 1) in case you have a 'Sole Proprietary or Partnership' Caipo registration and valid ID or
  - Valid Notice of Directors (form 9) in case you have a 'Registered Company' Caipo registration and valid ID or
  - A recent house address utility bill and valid ID, in case you don't have a Caipo registration.
- The PRO must have a Massy Card. In case the PRO doesn't have a Massy Card, Kooyman provides one for free.
- The PRO must have an e-mail account.
- A registered PRO gets issued a card which gives them access to in-store services and special promotions.
- A maximum of 3 PRO cards per company is allowed.
- Account holder provides the names for the additional PRO Card holders.
- The PRO Card is issued personally. Others cannot use the PRO Card.
- The PRO Card is property of Kooyman. A lost or stolen card must be reported at the PRO Desk in person or via mail or phone.
- The 3% rebate program of Kooyman requires a yearly minimum purchase amount of Bds \$30.000. The rebate is calculated after the end of each calendar year.



- Purchases of Cement and purchases that already have been subject to discounts (like Pro Paint Reward purchases) or rebates do add up for calculating the Bds \$30,000 threshold but do not qualify for 3% rebate themselves.
- The account holder of the Kooyman PRO Service is responsible for notification of any account changes e.g. address, company name changes, authorized persons, etc.
- A PRO account is automatically barred after 6 months of inactivity, in which case it needs to be reactivated at the PRO desk before it can be used again. A barred PRO account never releases the PRO account holder from any payment obligations.
- Purchases of Cement and purchases that already have been subject to discounts or rebates do add up for calculating the NAF./AWG. 30.000.- threshold but do not qualify for 3% rebate themselves.
- The account holder of the Kooyman PRO Service is responsible for notification of any account changes e.g. address, company name changes, authorized persons, etc.
- A PRO account is automatically barred after 6 months of inactivity, in which case it needs to be reactivated at the PRO desk before it can be used again. A barred PRO account never releases the PRO account holder from any payment obligations.
- These terms and conditions have been last updated in January 2020.

#### Additional terms and conditions for Pro Paint Reward

- Pro Paint Reward is only valid on Barbados for Registered Pro Service Customers starting at the moment that the Pro Customer Card has been issued
- Pro Paint Reward discounts cannot be combined with other paint promotions. The best price is valid.
- Pro Paint Reward is valid for all Benjamin Moore, Berger, Harris and Kooyman Paint in the Kooyman assortment
- The Pro Service Customer's Pro card needs to be registered during the sales transaction. No retroactive discounts will be given.
- The actual Pro Paint Reward discount for the current year depends on the Pro Service Customer's Membership Level of the previous calendar year. The Membership Level for the Pro Paint Reward discount is recalculated every year on Jan 1st based on the Pro Paint Reward qualifying revenue of the previous year.
- If the Membership Level reaches the Minimum Threshold of a higher Membership Level, the Pro Service Customer qualifies for the higher Pro Paint Reward discount connected to that Membership Level as of the next month.
- The actual Membership level at the time of making a purchase determines the discount percentage for a Pro Paint Reward qualifying purchase.
- Membership levels

Level	Threshold revenue	Pro Paint Reward Discount
Member	Bds\$ 0	0%
Bronze	Bds\$ 4,000	5%
Silver	Bds\$ 8,000	10%
Gold	Bds\$ 15,000	15%



- For New Pro Service Customers, that register during a calendar year, the calculation of the Membership Level for the next year will be pro rata.
- For the qualifying Pro Service Customers, the accrued sales value of Pro Paint Reward purchases is in the calculation for reaching the yearly rebate, but no rebates will be given over the accrued sales value of the Pro Paint Reward purchases.
- These terms and conditions have been last updated in December 2020.

