

What If...

Payment is made by cheque?

A customer is welcome to pay by cheque, but please make sure the cheque is made out to Homecare and that the following information is written on the back:

- The Customer's name, address and phone number
- The Customer's Drivers Licence number or other proof of identification
- Your ID number

Payment is made by credit card?

We accept Visa, Mastercard and Bankcard. Please sight the card and check the card number, expiry date and signature match those on the sales voucher.

Catalogue is not left out?

Knock to see if the customer is at home and ask for the catalogue.

If the customer is not at home when you call, leave a Sorry I Missed You slip fully under the front door or half under the door mat where it can't be seen from the road or blow away in the wind.

Customer changes their mind?

If the Customer changes their mind, and decides that they don't want to purchase the products after all, they are entitled to refuse delivery.

Return the order in the delivery bag to your Group Distributor with the order form attached.

Customer can't pay for all the order?

If your Customer wants to take all of their order, but simply can't pay for it all right now, you can offer to them take and pay for two or three of the items now, and arrange to come back next week (or after next pay day) to deliver the rest.

Customer can't pay at all?

If the Customer does not have the cash or a cheque book handy, and does not wish to pay by credit card, do not leave the goods with them. No payment – no delivery.

What If Continued

Customer continually delays delivery?

If a Customer wants to take delivery of your order but keeps asking you to come back another time ask for help from your Group Distributor.

All goes well?

If the delivery goes smoothly then utilise any supplementary catalogues, brochures or special offers that Homecare may have supplied to you to leave with the customer when you deliver the order.

If there is no special supplementary offer running at the time, leave another catalogue with the Customer.

Tip – If you leave another catalogue with the Customer, arrange to collect the catalogue within the week. You will receive good additional orders using this technique.