

Horizon

SOLUTIONS

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What to look for in a good dealer / integrator

- Knowledgeable
- Someone you trust
- Following government and industry standards
- Location
- Mutual desire to work together
- Aim above, not below your standards
- Proper access to product and services
- Primary focus aligns with yours
- A dealer who has the respect of the manufacturers and distributors

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Questions you should be asking when making a purchase

- Who am I buying from?
- How good is the information I'm getting?
- What are delivery times like?
- Where is it in stock?
- How many people are making money
- before it gets to me?
- Am I buying from the right person?
- Does distribution in Canada matter?
- What's the warranty period?
- What does the warranty cover?
- Where do I get it fixed / serviced?

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A good dealer relationship should work both ways

Relationship



Solution



Value



Support

