

## **Air conditioner process for SELF**

Before any application is started for an A/C, client must be looked up on the A/C list to see if they have received an A/C within the past 3 years.

If client is eligible to receive an air conditioner, you must enter the A/C voucher in log book in my office. The date, clients name, SS# and voucher # all need to be completed. Once a voucher number has been recorded in the log book, the same number will need to be placed on the voucher for client. After number is written on voucher, I will need to sign it. Grainger will only accept vouchers with my signature.

Grainger will be informed not to honor any voucher presented without a number.

All information must be completed on A/C voucher, you must sign the voucher and the client must sign the voucher. Copy is to be made of voucher and placed in the clients file. The client receives the original voucher (green) to take to Grainger.

- We have put guidelines on the vouchers that the customer must abide by.
  - This voucher is non-transferable
  - Consumers will need to pick up the air conditioner in person. A/C's will only be given to the person who's name appears on the voucher.
  - Consumers will need a PHOTO ID when they redeem the voucher at Grainger. Name on ID and voucher must match.
  - Air conditioner must be picked up within 7 days at the store indicated.
  - Consumers cannot return the air conditioner for cash or credit or exchange.
  - Faulty units must be returned to Grainger and are subject to the return policy of Grainger and any applicable warranties of Grainger and the manufacturer.
  - Consumers cannot use the voucher for any other model of air conditioner other than the model specified by SELF.
  - A/C's are 6,000 BTU's and will cost 155.00 per unit