



Milestone AV Technologies ULC Canadian Distribution FAQ

General Information

What is Milestone AV Technologies ULC?

Milestone AV Technologies ULC (Milestone) is a newly-formed Canadian subsidiary of Milestone AV Technologies LLC, the parent company of Chief, Sanus, Da-Lite and related brands.

What is the difference between ChiefMounts Canada and Milestone AV Technologies ULC?

ChiefMounts Canada was a part of the Eiki Canada organization and provided exclusive distribution of Chief products in Canada. Milestone AV Technologies ULC is the manufacturer of Chief products along with others and is excited to have a direct relationship with you, the dealers who have built the Chief brand in Canada. Chief products include more than just mounts – we have a full line of racks and interactive product solutions.

What is going to be different for me?

Many things remain the same:

- *You'll be served by the same sales team – Dave Galos, Allison Cooney and Mike Snizynsky*
- *Carrie Cascagnette will be your primary Customer Service contact*
- *The phone and fax numbers you've been using for ChiefMounts Canada will route directly to Milestone*
- *Your orders will ship from Canadian warehouses (Toronto, Calgary, Vancouver)*

Some things will change:

- *Milestone will invest in its on-hand inventory of popular products to facilitate more same day orders for you*
- *Customer Service will be available to you from 7 a.m. to 7 p.m. CST, M-F*
- *You will receive exciting new product information and marketing materials directly from Chief*
- *There are new e-mail addresses for orders and info – canadaorders@milestone.com and canadainfo@milestone.com (although any e-mails submitted to orders@chiefmounts.ca or info@chiefmounts.ca will be re-routed to the Milestone equivalent e-mail).*
- *You will need to submit your orders for Chief and Eiki products separately*

Process/Details

Do I need to fill out an account application to purchase Chief products from Milestone?

Milestone has created accounts for ChiefMounts Canada customers who have purchased Chief products within the past two years. It may be necessary for us to gather additional information when you place your first order – for example, primary e-mail address, credit card number if applicable, etc. If you want to verify that your account is set up, please contact us and, if possible, provide your ChiefMounts Canada customer number to help us easily locate your account. If you have been a credit card customer with ChiefMounts Canada but desire terms with Milestone, you will be asked to provide Credit information.

Do my pricing, payment terms or freight charges change?

Pricing remains the same and, in almost all situations, the payment terms also remain the same. Prepaid accounts and internet payment accounts have been changed to Credit Card accounts to start. We anticipate freight charges will be comparable to what you've been charged from ChiefMounts/Eiki Canada as we will be shipping your orders from one of our three Canadian warehouses.

Do I need to set up Milestone AV Technologies ULC as a new vendor?

Yes. Milestone AV Technologies ULC is a new entity and is completely separate from ChiefMounts Canada/Eiki. Our core set-up information is as follows:

*Milestone AV Technologies ULC (office only – see warehouse locations below)
135 Bayfield Street
Office No. C
Barrie, Ontario L4M 3B3
Canada*

CRA Business Number: 81226 8886

Banking and Remit-To information will be included on your invoices. If you need additional information, please contact your Milestone Accounts Receivable Representative Katy Murphy at katy.murphy@milestone.com or at 952-225-6740.

How do we place orders for Chief products with Milestone?

Simply submit your orders as you have with ChiefMounts Canada. However there are new e-mail addresses for orders and info – canadaorders@milestone.com and canadainfo@milestone.com (although any e-mails submitted to orders@chiefmounts.ca or info@chiefmounts.ca will be re-routed to the Milestone equivalent e-mail). You may also fax your order to 888-377-5314. For questions, please contact us via phone at 877-345-4329.

How do I know when I can expect my order to ship?

Once we have a primary e-mail address on file for your account, you will receive an order confirmation that will indicate when your products will be shipping and from which of the Canadian warehouses. To minimize freight expense to you, we will ship orders complete from the closest Canadian warehouse with available stock. You will also receive shipping confirmations for parcel shipments when products leave the warehouse.

Can I still pick up products? Where are your warehouses?

Yes, you can pick up your orders at our warehouse locations if you specify this on your Purchase Order. We will provide more information about process and timing to those interested in this option. Please confirm availability dates on your sales order confirmation prior to making the trip to the warehouse.

Our Canadian warehouse locations are as follows:

*Milestone AV Technologies Toronto
c/o Metro Canada Logistics
541 Kipling
Etobicoke, ON M8Z 5E7*

*Milestone AV Technologies Calgary
c/o Metro Canada Logistics
6567 48th Street SE #50
Calgary, AB T2C 3J7*

*Milestone AV Technologies Vancouver
c/o First Choice Logistics
598 Edbury Place
Delta, BC V3M 6K7*

I had a couple of products that were backordered with ChiefMounts Canada. Who is going to send them to me?

We do not have visibility to any products you may have had backordered with ChiefMounts Canada. We'd recommend you first check with ChiefMounts Canada to ensure they haven't shipped the products and have cancelled the order. Based on what you find out, you're welcome to submit a Purchase Order to us for the product(s) you have not received and we can fulfill that order.

I have some Chief products I purchased a couple months ago but now want to return them. Do I need to contact ChiefMounts Canada about it or can Chief Canada handle it?

We will work with you to handle small return requests for products purchased from ChiefMounts Canada within the last 30 days. You will be asked to provide a copy of the invoice to ensure we issue proper credit. Any requests for large volume returns or for purchases older than 30 days, you will need to work with ChiefMounts Canada/Eiki to have them process the return and resulting credit.

How do I pay my invoices?

Please pay ChiefMounts Canada for any outstanding invoices for products they've shipped to you. For products purchased from Milestone AV Technologies ULC, you have a couple of options: 1) set up ACH transaction with us or 2) submit payment to the Remit To address at the bottom of your invoices.

Milestone Contacts

Customer Service Team – including Carrie Cascagnette	Customer Service	phone: (877) 345-4329 fax: (888) 377-5314	canadaorders@milestone.com canadainfo@milestone.com
Katy Murphy	Sr. Credit Representative	(952) 225-6740	katy.murphy@milestone.com
Allison Cooney	Regional Sales Manager – Western Canada (including BC, AB, SK, MB)	(204) 219-3734	allison.cooney@milestone.com
David Galos	Regional Sales Manager – Central Canada (including ON)	(416) 705-5413	david.galos@milestone.com
Mike Snizynsky	Regional Sales Manager - Eastern Canada (including QC, NB, NX, PEI, NL and parts of ON)	(450) 653-3561	mike.snizynsky@milestone.com