

Redeeming Certificates - Frequently Asked Questions

Below you will find the most commonly asked questions along with appropriate answers and explanations.

1. With the release of Redeeming Certificates, have there been any changes made to the POS?

No, there have not been any changes made to the POS. Redeeming Certificates training helps us deliver a consistent experience to all of our customers.

2. How is credit applied when redeeming a Certificate?

Credit is when you give the customer back the original price of their purchase along with the original sales tax or use tax charged. The customer can choose to apply the credit towards:

- replacement of the damaged tire
- other tire or wheel purchases
- receive cash back refund

3. What is the definition of replacement?

Replacement is when you replace a damaged tire with the same article number that represents the same brand, make, and model of damaged tire, no matter the current price.

4. When redeeming a Certificate, what happens to the tax amount?

When redeeming a Certificate, the tax is credited to the customer

4. When talking to your customer about certificates what phrases should not be used?

Replacements are **not** free and our Certificates are **not** warranties. The best phrase to use is "*at no additional cost*".

5. Do I need to enter the tire price with tax included into the adjustment wizard when redeeming a Certificate?

No, the POS will provide all tax calculations for you.

6. The most important thing to do when redeeming customer's Certificates?

Make sure you always investigate the customer's history to find their original purchase price.

7. How do you calculate a customer's credit?

Price of new tire (-) Customer's original purchase price = \$ Customer's credit.

8. When performing a refund, what must you do?

Always involve your manager to approve the transaction in the POS.

9. What if the original tire is not available and a comparable tire costs more?

If the original tire is not available and the only comparable tire costs more than the damaged tire, Discount Tire will cover the tire price 100%.

10. When your customer chooses to replace and upgrade their damaged tire with a more expensive tire what should you do?

Price of new tire (-) Customer's original purchase price = \$ Remainder owed.

If you have any questions, contact jacob.hayslett@discounttire.com.