



## **Our Aim**

As our aim at Cowans Group is to always be competitive for our customers, we feel our Price Match Promise will give ALL our customers peace of mind whenever any item is purchased from us...

## **How do we set fair prices for our Own Brand products?**

We're proud of all the products we sell under the Cowans Group name, because each one is developed to bring you the best quality and value. To ensure we offer the most competitive prices, we regularly benchmark all these products against others in the market.

## **How do we set fair prices for our Branded Products?**

Our dedicated price-monitoring team proactively check the prices of branded products. If we find that competitor is selling the same individual product, sold with the same service conditions, at a lower price, we'll meet that price. So we don't expect you to find a lower price elsewhere, but if you do, you can easily make a price match request.

## **How do we compare our prices?**

We need to be sure that the product is available through one of our genuine UK office supplies competitors, rather than for example, online only companies that sell in very different ways to us.

Our team also needs to be satisfied that the product is the same make, model, size and colour, and comes with the same conditions of sale, delivery cost and service conditions we offer.

## **What to do if you find a lower price elsewhere?**

If you do find the exact same product for sale at a lower price from a genuine office supply competitor, and sold with the same service conditions i.e. delivery charges etc., you can make a price match request. It's really easy just send over a valid quotation, invoice or web link. The price promise may be claimed at the time of purchase or up to 14 days after.

## **Which prices do we match?**

The competitor's price needs to be publicly available to all customers. For us to verify these prices, they need to be displayed in the competitor's own catalogue or online shop, or be the first price quoted to our price monitoring team over the telephone. The price must apply to a new, identical individual product, that's the same make, model, size and colour.

## **How to Claim a Price Match?**

Make a claim by calling our Customer Service Team on our Freephone Number – **0800 470 1929**

