
From:
Sent: Thursday, 8 March 2018 3:13 PM
To: Adjudication
Subject: RPM20181

Categories: Submission

Hi Tess,

As a dealer of Festool Power Tools I thought I might make of couple of observations regarding their Minimum Retail Price.

Since we've been offering the Festool range at MRP it's had a positive impact on our customers, and us.

For our customers, conversations are now more about the application and the best tool. We've been able to focus on offering the right tool for the customers application. Customers also don't have to worry about whether they are getting the right or "wrong" price. It's the same everywhere. It seems fairer.

As a result of the MRP, The Tool House has been able to expand its range.

Customers are getting what they need straight away more often, because of this.

Our test centre and our range of demonstration tools has been expanded. We can show our customers how they work, how they should be used for best results, and which tool would be best for their application.

Customers are now more regular. We see them more often. We are now better supported by the local trades.

We've become a destination store for Festool.

We also now offer an extended 2 year warranty to all our Festool customers.

For us, we've added another sales person to our team. That's improved our customer service. We can now spend more time with each customer. We also do more product training.

If you wish to discuss, please contact me on 97911497.

Regards,

Chris

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