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FAQ's

Q: Who are we?

A: *The Buyer's Edge* is the tri-state area's premier consumer buying service. We guarantee the lowest prices on most "big ticket" purchases, including Major Appliances/TVs, Cars, Furniture, Luggage, Fine Jewelry, Real Estate and much more. (See our Lowest Price Guarantee www.buyersedgeinc.com/guarantee.html)

Q: How does our service work?

A: Members simply call a *Buyer's Edge* preferred vendor direct, via toll-free phone numbers, M-F (many categories on Saturday and Sunday too). You will speak to a "live" specialist who has product and service expertise, knows inventory availability and can arrange speedy delivery right to their front door!

Q: Who are *The Buyer's Edge* vendors?

A. We have a network of vendors, each specializing in their own field. These vendors have agreed to sell their products or services to *Buyer's Edge* members at the guaranteed lowest prices. Since they do not have the normal advertising, sales costs or other expenses, the savings are passed on to the *Buyer's Edge* members.

Q: Where are the vendors located?

A: Most of our vendors *service* and are *located* within the tri-state area of NY, NJ, CT and greater Philadelphia. We normally have one "master vendor" for each category, however in certain categories, it is necessary to have additional "key vendors" to properly cover a territory.

FYI, we have an agreement with many of our Key Vendors not to provide a list of their names and locations. This is because, while they are guaranteeing the lowest prices for our members, many of the vendors have a large retail business that they would like to keep separate.

Q: Is shipping included?

A: Yes. The final price a vendor quotes will include the item, all freight and/or delivery charges and applicable sales taxes. A lot of times the complete price is broken down for you.

Q: Is there an extended warranty available?

A: They are usually available at a cost for most items, as with any retailer.

Q: Do you carry china?

A: No. Sorry, "China", as a benefit, has been dropped from *The Buyer's Edge* program. It has become increasingly difficult to get our members the "guaranteed lowest prices" in the china industry due to the pricing set by manufacturers.

Should we find a china vendor willing and able to honor our "lowest price guarantee" we demand for our members, we will make an announcement immediately.

Q: Can I make my purchase online?

A: Not at this time, with the exception of “Computers” and “Car Rentals”. The Buyer’s Edge prides itself on personalized service. We supply toll-free numbers so our members can talk direct to a “live” specialist in each category, who has product and service expertise, knows inventory availability, can make delivery arrangements and answer any of the questions you may have. If, in the future, we feel that this option is a necessity, we will look into this service.

Q: How do I get my “User Name” and “Password”?

A: Your User Name is the same as your “group number”. Your employer/association (HR or Member Services) should be able to provide both your User Name and Password for you, but if you not successful, please feel free to contact us at (973) 660-1001, M-F, 9-5 (EST) or e-mail info@buyersedgeinc.com. We will try to help you or refer you to the correct person or department within your group.

Q: I have my group # and password, but I still can not “log in”. Help!

A: Please be aware that our website is case-sensitive. If your User Name (same as you group #) contains letters, you should type them upper-case, while the Password is always lower-case. If you still experience problems logging in, please feel free to contact us at (973) 660-1001 so we may “walk you through it.”

Q. Do you offer auto insurance?

A: At the current time, there are no insurance programs in our package. Check with us again in the future.

Q: How does our website work?

A: In addition to our everyday guaranteed lowest prices, members should “log in” to our easy-to-use website www.buyersedgeinc.com/ and check out our “What’s New” and “Specials” sections for even more savings. We update them monthly.

When browsing *The Buyer’s Edge* “Members Only” section, members can obtain our toll free phone numbers for each category of products/services and see the vendors’ hours, product coverage, delivery areas and other special information.

Q: How much can I save?

A: The amount you save will depend on the product, market conditions and area of the country you are in. *The Buyer’s Edge* guarantees the Plan prices are lower than those obtained by skilled discount shoppers, even through advertised sales or other forms of discount buying. (See our Lowest Price Guarantee for details www.buyersedgeinc.com/guarantee.html)

Q: What is the “LOWEST PRICE GUARANTEE”?

A: If you buy a product selling for \$150 or more through a Buyer's Edge Plan, and within 30 days and 50 miles find the exact item for less at a factory authorized dealer, The Buyer’s Edge requires that the participating vendor mail you the difference in price, plus 20% of that difference.

(Computers, car rentals, silver and gold items, dealer installed options and prices after manufacturers' cut-off dates for model year on new cars, and merchandise offered with limits on quantity or availability, are not covered by this guarantee).

Important: When comparison shopping, always be sure you are comparing exactly the same model number, accessories, service arrangements and warranties, and that the quoted price is the complete price, including delivery and taxes.

Q: Can't find your question?

A: Simply call us at (973) 660-1001, M-F, 9-5 (EST) or e-mail us at info@buyersedgeinc.com.

Tell Us What You Think – Your opinions, testimonials, ideas and suggestions are vitally important to us at *The Buyer's Edge*. We encourage members to give us feedback at any time. We are adding an "Applause" button to help spread the word. Simply send an e-mail to Nicole@buyersedgeinc.com or if you prefer, give us a call at (973) 660-1001. *We'd love to hear from you!*