



**Retail Services
Team Ltd.**
Saving Your Business Money

Gardening Division

P O Box 94

Hurstpierpoint

West Sussex BN6 0DU

Tel: 0800 021 3222 Fax: 0844 507 0319

www.retailservicesgroup.co.uk



Q: What makes Retail Services Team different from other buying groups?

A: RST isn't a buying group!

Q: What does Retail Services Team do?

A: A variety of services and facilities that strengthens your day to day retail needs, protects your interests, whilst enabling you to retain your independence and look after your kingdom.

Q: What does that all mean exactly?

A: We work on your behalf to get group discounts, rebates, source suppliers, monitor trends, and provide a range of services across many areas which can Save Your Business money so you don't have to spend time doing it. Essentially if you need something we sort it.

Q: Does RST negotiate purchasing deals on stock?

A: No, we negotiate rebates and discounts over and above what you would normally receive as a "stand alone garden centre". Importantly we don't interfere with your relationship, buying habits or force you to take stock from Accredited Suppliers but it's advantageous and beneficial to you, if you do.

Q: Do I have to buy from RST Accredited Suppliers?

A: No. You remain independent and therefore free to choose who and when you choose to buy. However we do encourage you to look at the offers, consider buying from an Accredited Supplier, particularly if you stock that product category in your garden centre already.

Q: How does RST pick Accredited Suppliers?

A: The team at RST are in continuous discussions with many suppliers, service providers, manufacturers and growers. We partner with suppliers either because they are requested by other independent garden centres, or if both supplier and RST feel they can bring benefit to a garden centre.

Q: What are the benefits for me supporting an Accredited Supplier?

A: There is every likelihood you will receive more consistent discounts each season. Terms are negotiated on the level of, or potential level of, turnover as a whole; ie the more centres who support Accredited Suppliers, the better the terms. In addition, and in many cases, you will receive seasonal rebates and the opportunity for growth rebates.

Q: How do I earn rebate rewards?

A: With many of the RST Accredited Suppliers, RST subscribing centres have an opportunity to earn Standard Seasonal and Growth Rebate Rewards. Essentially the more you support the suppliers the higher the rebate you will earn.

Q: Can any garden centre subscribe to RST?

A: No. You must be an independent garden centre.



TOGETHER IT'S...WIN, WIN, WIN



Q: What other money saving services do Retail Services Team offer?

A: RST offer a variety of money saving services such as: Credit Card processing rates and PDQ terminals, fully managed customer loyalty scheme, integrated into the PDQ terminals, Marketing and Printing services, and discounted business utilities packages.

Q: What Marketing services do Retail Services Team offer?

A: An additional advantage of joining is the ease of access to our Marketing Services at competitive rates. These services include: Email Communication, Creative POS, Leaflets, Banners, Web design & Hosting, Customer Retention programmes, and our famous Complete Customer Reward Card program with Online Customer Gateway. All services are provided using a cost effective pricing mechanic, all are aimed at driving consumers to your garden centre.

Q: It all sounds too good to be true!

A: Not really; we give you the spade, you dig the hole! Nothing happens without something, so in a nutshell you do have to do your little bit, we just make it a whole lot more attainable and achievable.

Q: What do I have to do?

A: Support the Accredited Suppliers to some level, particularly in the categories you already stock. By doing so you will likely recoup your annual subscription because the greater the support you give to Accredited Suppliers the greater your rebates. We ask that you be hospitable towards Accredited Supplier's because of the fantastic savings and rebates available, which can deliver you advantages.

Q: What Is the Cost?

A: Either £350.00 or £450.00 per annum.

Q: Is it worthwhile subscribing to RST?

A: Over 100 other independent garden centres think so 😊



Have More Questions?

Give us a call 0800 021 3222 or email enquiries@retailservicesgroup.co.uk.

A Little About US: We are a friendly, informative team, (who enjoy the odd haribo!). We don't push you to join, we promote the benefits, because we know they work 😊. We are knowledgeable across a whole heap of areas & topics, we love the intricacies of retail and customers, some of us love gardening and plants, others marketing, sales and accounts. We don't know everything and if we don't know something, we won't 'fluff', we find it out. We don't pester you, we keep you regularly informed.

We work Monday to Friday 9.15 to 5.00 physically in the office. If you call and get the answerphone, we aren't ignoring you, we haven't gone home (unless it's after 5.00 😊), we are either on the other lines, or grabbing a quick brew, so please leave a message. The one thing we always do is respond.