



## Canadian Customers



Russ Dean Family RV makes purchasing an RV fun and stress free for not only our local and out of town customers, but also our Canadian customers. We pride ourselves in great customer service and will do what ever we can to earn your business.

Below we have listed some of the most commonly asked questions with answers to show the process of purchasing from the US.

1. ***Does a Canadian Customer pay taxes in Washington State?*** No, they only pay a \$50.00 Document Fee and a \$20.00 trip permit to get you home and across the border.
2. ***Do you finance Canadians?*** No, we cannot finance anyone from another country.
3. ***What types of payments to you accept?*** We take Cashier's Checks, Bank Drafts, and wire transfers. The checks all have to say US FUNDS on them otherwise we can't accept.
4. ***What do I need from the dealer to cross back over the border to Canada?*** On new travel trailers, fifth wheels and motor homes we provide the recall letter stating the trailer doesn't have any recalls at this time, after the customer has signed paperwork we give them the Title and MSO, and all of our new trailers have the RVIA camping sticker on them.
5. ***Do I need Insurance?*** Getting insurance is entirely up to the customer.
6. ***How many days in advance do I need to get paperwork to the Canadian border?*** RV's are different than cars. We as a dealer almost all the time do everything in one day. A typical example is

the customer picks out the trailer, fifth wheel, etc. we agree on numbers, the dealer gets the recall paper, title, mso, and we schedule their new unit, they come down in the morning, if they need hitch work or anything done we drop their vehicle off at service, bring the customer to the sales dept. to sign papers, then we send them to do their walk thru with a certified technician. We hook the customer's truck to the RV if it's a travel trailer or Fifth wheel etc, we make sure the customers are completely satisfied and they are on their way back to Canada. When the customer gets to the border they pay their duty, show the papers, and they are headed home.

7. *Does your dealership provide Extended Service Contracts?* We do have extended service contracts available that cover the whole unit, good anywhere in the US and Canada (call for more details.)
8. *Can a Canadian Customer have their new unit serviced anywhere even if they bought it in the states?* Yes, you can have your unit serviced anywhere regardless of where the purchase was made at any authorized repair facility.

If you have any questions please feel free to call or email us. Thank you for giving us the opportunity to earn your business. We look forward to serving you.

Thanks,

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