

## FAQ's for Marantz

### **Why is Marantz instituting an Authorized Reseller Registration Program?**

To insure end users purchase only from select, qualified Authorized Marantz Resellers capable of delivering Marantz technology, performance and usability benefits.

### **How do we apply to become an Authorized Marantz Reseller?**

Visit [www.AuthorizedDealer.Marantz.com](http://www.AuthorizedDealer.Marantz.com) Portal, select "Register" on the Home page, enter your Pass Code, agree to the terms and conditions of the Marantz Direct Reseller Agreement, follow the easy steps in providing critical company information about your business and electronically submit your application.

### **How do we secure our Pass Code?**

If you are an existing Direct Dealer or Distributor, your Pass Code will be sent to you and available directly from your Marantz sales team. If you are a new Direct Dealer, obtain your Pass Code from your local Marantz Manufacturers Rep. If you are an Indirect (Distributor) Dealer, obtain your Pass Code from your Authorized Marantz Distributor.

### **Does the completion of the Registration process and submission of our application guarantee approval?**

No. The Marantz management team will review all applications and content for individual approval.

### **Who needs to execute the Marantz Reseller Agreement?**

The signatory for the e-signature electronic execution of the Marantz Direct Reseller Agreement must be authorized and have the authority to enter into the Agreement with an e-signature on behalf of the Company

### **What is most critical to the Registration process after executing the Agreement?**

To create a User Name and Password for security of your information and re-entry into the Portal to update company contacts and locations as well as review and print the fully executed Agreement. An email address is also requested that will serve as the **Primary Email Address** for **application notifications and** subsequent important Marantz business communications. ALL CRITICAL MARANTZ BUSINESS COMMUNICATIONS WILL BE SENT TO THIS EMAIL ADDRESS

### **How long will the Registration application process take?**

Anticipate 30 minutes to review the Marantz Reseller Agreement and complete your Company Profile interview

### **What information should we have available for the Company Profile interview?**

Have available company legal and primary address business details, executive/purchasing /sales/marketing/service/installation/training contact details, company attributes, business performance, end user service details, growth areas, training details, marketing tactics plus brick & mortar locations.

**Why do we need to provide all this information?**

To not only select the best possible resellers for Marantz products, but to understand what we as a vendor need to provide you to most effectively support your success in representing, presenting, training, demonstrating and marketing the Marantz brand and products.

**Can we sell Marantz products to anyone? Anywhere?**

No, the Marantz Dealer agreements authorize Direct & Indirect dealers to sell Marantz products only to end users in the United States or Canada. The Marantz Distributor agreement authorizes distributors to sell Marantz products only to Authorized Direct & Indirect dealers in the United States or Canada.

**Does approval include authorization to sell Marantz products on the Internet?**

No. Execution of a separate Internet Sales Addendum is required for Internet sales authorization.

**What if we're interrupted in the middle of completing the Registration profile?**

There is a Save and Continue button at the end of each of the five main sections of the Registration profile. If you do not complete the section and have not closed your browser, the text answers you provided on the page will appear upon typing the first word again.

**Why do we need to enter all our Brick & Mortar locations? (Direct & Indirect only)**

The Dealer Locator function on Marantz US & Canada websites will be powered by the Portal database insuring end users will be directed to only Authorized Marantz Reseller locations most convenient for them to visit.

**What if we need to purchase fill-in product from an Authorized Marantz distributor, how do they confirm us as an Authorized Marantz Reseller?**

To confirm Authorization of Direct and Indirect Dealers, Authorized Marantz distributors can enter their 10-digit phone number into the Dealer Verification box on the Home page of this site

**Does authorization entitle us to buy directly from Marantz? (Indirect only)**

No, the authorization entitles you to buy Marantz products from and only from a Marantz Authorized Distributor.

**How long until I hear back from Marantz on our Authorization request?**

Typically, five business days or less

**How do we get more information?**

In US send an email to [ContactUs@Marantz.com](mailto:ContactUs@Marantz.com). In Canada send an email to [ContactHelpCanada@Marantz.com](mailto:ContactHelpCanada@Marantz.com)

**How do I register for multiple D+M Brands? Do I have to re-enter all my information again each time?**

If you have completed the registration process for one brand either as a Direct or Distributor Dealer, enter the same User Name and Password created for the first Registration in the “Returning D+M Brand User? Login Here:” boxes on the subsequent brand’s Portal Home Page and press “Login”.

Select “Register” on the horizontal gray bar, and follow the registration instructions you received.

Your D+M Brand Portal profile questionnaire will be pre-populated with common information from your 1<sup>st</sup> registration, speeding your registration process.