

Discount & Negotiation Policy

Building Materials & Hardware

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a discount and negotiation policy — approval limits by role, discount bands by customer/volume, what to give instead of price (delivery, credit, free items), and handling the everyone-negotiates culture — so discounting is controlled, not reflexive. Use it to plug discount leakage. For pricing use the Pricing Strategy & Rate Card.

Purpose of this tool & output

Stop staff giving away your margin

How the output is used

Use it as a written discount and negotiation policy — clear limits so counter and sales staff stop giving away your margin on their own.

Who receives it

It is an internal policy owned by the proprietor and applied by counter and sales staff on every deal.

Important cautions

Give non-price value (delivery, service, small credit) before cutting price; uncontrolled counter discounting is a direct, invisible margin leak.

Companion documents

- Pricing Strategy & Rate Card
- Margin Management & Analysis
- Customer Loyalty / Retail Scheme Design
- Contractor Incentive / Loyalty Program
- Competitive Pricing Response
- Value-Based Selling Guide

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.