



2020 Peak Performer® Channel Partner Program Overview

Higher Ground Gear is dedicated to supporting its valued channel partners by providing the best and most universal product mix of protective cases and accessories for Chromebooks, tablets, and laptops.

Our Peak Performer® Channel Partner Program offers specific programs and tools to help differentiate your business as well as build “peak” levels of customer satisfaction, expertise, and profitability.

HGG “Peak Performer®” Channel Partner Program Benefits Include:

1. Warm and Nurtured Leads
2. Deal Registration Program
3. Dedicated Partner Portal
4. Sales Incentive Programs
5. Channel Partner Specific Sales Promotions
6. Education and Government Account Buying Incentives
7. Key Account Samples, Customer Product Seeding Programs & NFR Products
8. Training and Joint Customer Calls
9. Customizable Marketing Assets & Communications Tools

Register to join the Peak Performer® Channel Partner Program today and start receiving the benefits that our program offers to make your business more profitable. [Register Here!](#)

For further details about the Peak Performer® Channel Partner Program, call our dedicated partner support specialist at: 1-888-662-4300 or email us at partnersupport@HGGear.com.





FREQUENTLY ASKED QUESTIONS

How do I get in touch with Higher Ground Gear to become an authorized reseller?

Please visit and submit this form located on our reseller portal - [**BECOME AN HGG RESELLER.**](#)

This portal also includes tons of valuable information about Higher Ground Gear, including territory maps, product datasheets, and contact information for our team members.

What distributors does Higher Ground Gear work with?

D&H Distributing and Synnex.



How do I get leads from Higher Ground Gear?

An age-old tale of business, if you help us find opportunities, we will do our best to help you find opportunities.

Who is my Higher Ground inside and/or outside sales representative?

To find your HGG representative please click [**here!**](#)

What quantities are needed to get bid pricing or deal registration with Higher Ground Gear?

- 1) Bid Pricing requires an opportunity of 100 to 299 cases.
- 2) Deal Registration has two quantities: 300 to 1999 cases with an additional price break built in for 2000 or more cases.

How do I get bid pricing or deal registration pricing?

The best way is to submit the form located here: [**HIGHER GROUND DEAL REGISTRATION.**](#)

Additionally, you can reach out to the area Territory Director or Inside Sales contact to see if you can register it. **NOTE: If a deal has already been registered, we can only provide bid pricing to additional requestors.**

Will Higher Ground Gear send samples to my end user prospects?

Higher Ground Gear is glad to provide samples to resellers or prospects. To send an end user a sample we will need a short breakdown of the opportunity and the following information:

*Company/School District
Contact Person and Title
Street Address
City, State and Zip Code
Phone Number*

PLEASE NOTE:

Higher Ground Gear will not ship duplicates to end users that we know have already received a sample of the requested case/bag either directly or due to another request.



Can we do customization and special-order products for customers?

Yes, we are glad to offer both pre and postproduction customization on selected SKUs and accessories. Preproduction customization requires a MOQ of 500 units. All customization orders are considered Special Orders. Additionally, any order of 1,000 or more units may be considered a special order and may take more time to complete based on manufacturing, shipping, and timing requirements.

How does shipping work with Higher Ground Gear orders?

Orders of 20 cases or more receive free ground shipping in the contiguous 48 states in the USA. Orders under 20 cases or destined for Alaska and Hawaii incur shipping fees. Any requests for expedited shipping will involve an evaluation of the request to see if it can be done and will incur additional fees.

What is the Higher Ground Gear product warranty?

Higher Ground's products carry a limited Lifetime Guarantee. For the original purchaser, this guarantee covers defects in materials and manufacturing encountered in the normal use of the bag over its expected life. The guarantee does not apply to normal wear and tear, abuse, mishandling, accident, or if the bag is altered in any way. Wear and tear of products includes the natural aging of materials, fading and abrasion after normal use. This guarantee does not cover any of the bag's contents.

If Higher Ground determines that a product failed due to a manufacturing or material defect, Higher Ground will repair or replace it with the same or comparable case. Customers are responsible for any return shipping costs. (Proof of purchase required for all warranty claims). Customers can file online warranty claims [here](#).

[Come "move to higher ground" today!](#)