



PRACTICE TOUCH UP



Keep It Crated

TRUE

OR

FALSE?

Do the delivery teams need to confirm the product with the customer before UNCRATING?

TRUE!

The delivery teams should always confirm with the customer what they are delivering before UNCRATING the unit. This includes confirming fuel type, color, brand & fitment.

WHY IS THIS IMPROTANT?

- This allows the delivery team to confirm that the unit will fit through the customer's entryways and that the unit will fit in the intended spaces.
- The delivery team can also confirm that the site is ready for delivery & install before UNCRATING the unit.
- If a delivery team does not confirm the unit with the customer before UNCRATING, they risk causing avoidable damage to the unit if it must be returned for a reschedule.