

# PRACTICE TOUCH UP

## Delivery Exceptions at Customer's Home

### QUESTION

What should a driver do if a damage is identified during delivery?

### Answer ... Take care of the customer!

- Drivers are required to inspect all units at delivery and assist customers accordingly.
- Customer's will decide if they want a replacement, if they want to cancel, or if they want to accept a damage allowance.

#### What to do:

- Drivers must assist the customer in connecting with the vendor to determine resolution.
- Drivers must contact dispatch to inform them of damage and pending resolution while at customers home.
- Drivers must stay with the customer until they have received a resolution and mark it in the handheld accordingly.

#### What NOT to do:

- Leave the customer's home before a resolution is determined.
- Complete the delivery "without exceptions" in the handheld.
- Advise the customer to go back to point of purchase for resolution.