

## **DHD SERVICE LEVELS**

### **Bronze Service**

- Deliver to customer within 7-14 working days
- Ring and make appointment giving date of delivery only
- Lay Floor Protectors
- Deliver to room of choice
- 'Starter' Access to HomeTrak (search facility / access to live + delivered order database / limited Report facility)

### **Silver Service**

- Deliver to customer within 7-10 working days
- Ring and make appointment giving day and AM/PM booking slot
- Pre call if requested
- Ask clients to remove any breakables
- Lay Floor Protectors
- Deliver to room of choice
- Unwrap if desired
- Remove any rubbish
- Intermediate level access to HomeTrak (search facility / access to live + delivered order database / stock + storage database, detailed reports).

### **Gold Service**

- Deliver to customer within 7 working days
- Ring and make appointment giving day and 4 hour time window
- Delivery team will call client and give 1 hour pre call
- Walk the course
- We remove any breakables and re-site after delivery
- Lay Floor Protectors
- Delivery to room of choice
- Unwrap
- Paddle and make good products
- Remove any rubbish
- Full Access to HomeTrak (search facility / access to live + delivered order database / stock + storage database, detailed reports, container tracking, fully interactive system including confirming priority and new stock orders, query reporting etc).

The service levels described above are 'standard' packages - Individual elements can, however, be mixed to suit requirements