

Liberty Bath Hardware Scope of Work

Preparing for the Service Visit

- Please log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process.
- Please check the “Instructions” column to see if there have been any **Alerts or Updates to the reports** for this specific service visit.
- Be sure you print out a new copy of the required service report to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit. Also, please make sure that you print out the PK instruction sheet.
- **DRESS CODE** is jeans and sneakers are allowed. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.

Prior To Your Visit to the Store

- The purpose of this program is to re-pack all bath hardware that is currently in Delta Panache packaging to Delta Lyndall packaging. There are 2 types of Panache packaging that will need to be replaced shown below.



Panache- Satin Nickel



Panache- Chrome

- We will ship all empty packaging for re-pack directly to reps for the project
- All packaging kits will include 3 empty boxes for all 5 items- 24” towel bar, 18” towel bar, toilet paper holder, towel ring, and robe hook.
- Kit will also include 1 fact tag (channel card) to be swapped out on the display board.
- Use only 1 kit per finish, per store– In some cases, there may be more than 3 units on hand for an item, if so, leave remaining stock as is.

When You Arrive at the Location

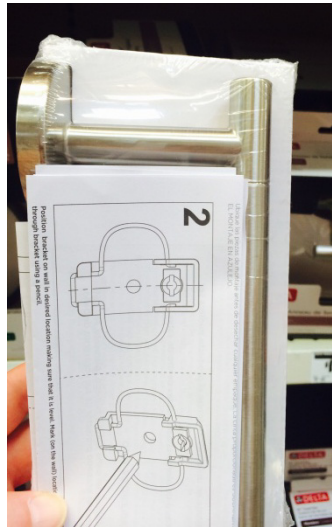
- Check in at the customer service desk with a manager on duty (MOD).

Completing the Service Visit

1. Keeping shrink wrapped product/insert in-tact, remove insert and instruction sheet from current Panache outer box one function (24" towel bar, 18" towel bar, toilet paper holder, towel ring, and robe hook) at a time.
2. Place shrink wrapped product/insert and instruction sheet into new empty Lyndall outer box
3. Place product back on the shelf



Packaged Item

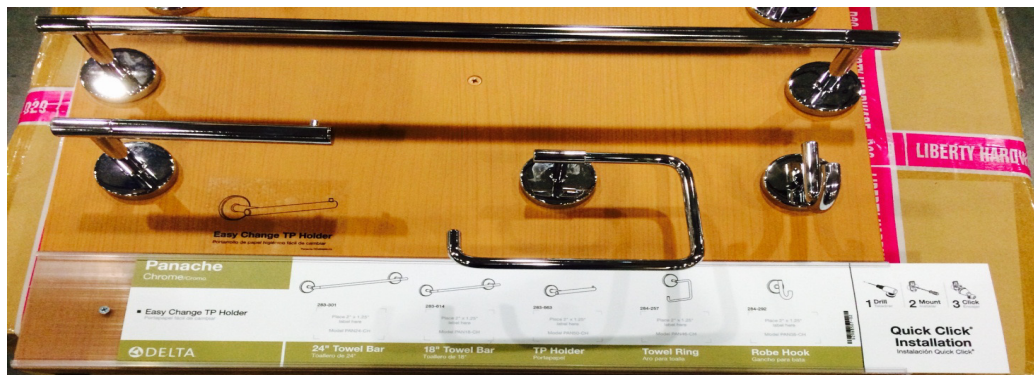


Product/Insert



Outer Box

4. Remove Panache fact tag from display board
5. Replace with Lyndall fact tag
6. Trash all Panache packaging and fact tags.
7. Take photo of finished product.



After the Service Visit

- **IMPORTANT:** Log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process. **Pull up the required online report and complete it. Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will prompted for this option after completing the online report).**
- **All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit.**
- **Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.**