



# HDIS PROGRAM OVERVIEW

## HUNTER DOUGLAS INSTALLATION SERVICES

Hunter Douglas Installation Services (HDIS) provides and manages the professional measuring and installation of our full line of custom window fashions using a nationwide network of independent contract partners. This program is available to all Hunter Douglas dealers in most large metropolitan cities throughout North America, giving them the freedom and time to focus on selling and managing their business.

### WHAT IS HUNTER DOUGLAS INSTALLATION SERVICES?

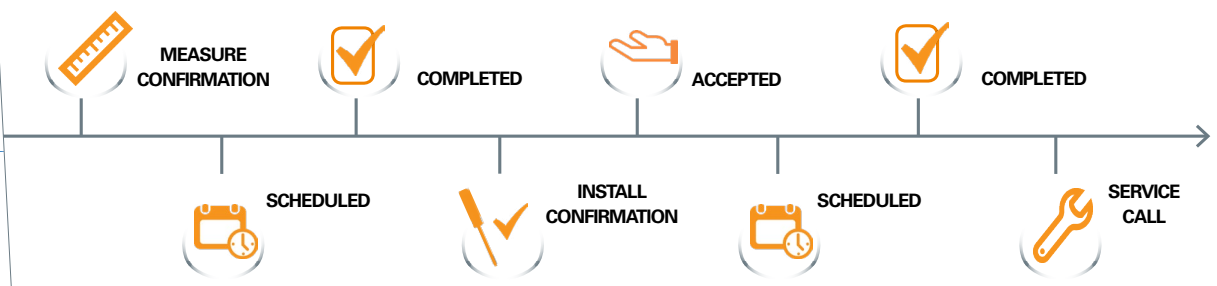
- ▶ We partner with a network of independent installers covering major metro areas in the U.S.
- ▶ We provide professional measuring and installation of Hunter Douglas products

### WHAT WE DO?

- ▶ End to end installation services, measure through installation.
- ▶ Installation Only for projects a dealer has already measured and quoted.
- ▶ Installation of window fashions to Hunter Douglas’ standards, including all safety mechanisms.
- ▶ Demonstrate to consumer the product functions and proper operation.
- ▶ Demonstrate PowerView® App and how to set up Scenes.

### WHAT ARE THE BENEFITS?

- ▶ **More Time for Selling** – We manage the scheduling, follow-ups, and payments, giving you more time to focus on your business.
- ▶ **Increased Profitability** – Fixed installation costs, fewer product returns, and no extra trip charges mean happy clients and better profit margins.
- ▶ **Convenience** – Installation services can be ordered at the same time as the products.
- ▶ **Expanded Product Sales** – Sell all products with confidence, even those you previously may not have been comfortable selling.
- ▶ **Expanded Service Area** – Get access to a network of qualified installers through our DirectConnect® Locator for projects sold outside your normal service area.
- ▶ **Confidence** – All installations are backed by the HDIS In-Home Service Assurance.





## HDIS PROGRAM OVERVIEW, CONT'D.

### WHAT WE OFFER

- ▶ Flexible solutions to help grow product sales
- ▶ Professional installation service experiences
- ▶ A network developed to represent the Hunter Douglas brand
- ▶ One year In-Home Service Assurance
- ▶ Streamlined communication throughout the installation experience
- ▶ Dedicated HDIS Customer Support team
- ▶ Regional pricing for installation services
- ▶ Optional services (for an additional fee)
  - Dealer consultation service
  - Take down and/or haul away original product
  - In home services (beyond one year In-Home Service Assurance)

### DEALER GUIDELINES

- ▶ Use DirectConnect® for best results
- ▶ Dealer is required to provide the consumer contact information for scheduling
- ▶ HDIS requires opportunity to resolve open issues via an HDIS installer in order to fulfill the one year service assurance
- ▶ Product and design choices specified prior to measure service
- ▶ Special Instructions noted in measure and/or installation request, if required
- ▶ Unforeseen circumstances cannot be predicted and may affect completion of the service (i.e. pricing, timing, etc.)
- ▶ Services must be scheduled, in advance, through HDIS (not directly with the installer) in order to receive the program benefits
- ▶ Measurements are guaranteed
  - \* For 90 days from the date of measure
  - \* When installation is completed by HDIS
- ▶ Identify any appropriate surcharges which may be applicable to the service

### DEALER'S KEYS FOR SUCCESS

