

## SUB-ZERO AND WOLF CORPORATE SHOWROOM LEAD PROGRAM

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### Prepared For:

Sub-Zero and Wolf is proud to introduce our new Corporate Showroom Lead Program. Sub-Zero and Wolf has been actively working to nurture and generate new sales opportunities for your showroom.

The following is a Service Level Agreement between the Sub-Zero and Wolf Corporate Showroom and the dealer to ensure that the proper processes and commitments are in place to provide a consistent, premium luxury experience to any and all sales opportunities provided by the showroom.

Your showroom can opt into this program by agreeing to the following processes and standards. These standards must be met and maintained on a regular basis.

### Dealer Service Expectations:

- 1) Dealer identifies a dedicated and trained contact person for the showroom. (“Dealer Champion”).
- 2) Dealer agrees to document and publish the hand-off process for their locations including all people involved in client engagement.
- 3) Dealer agrees to maintain the integrity of all products provided in the showroom quote and will not substitute with competitive product.
- 4) Dealer agrees to participate in a “warm” transfer process that introduces the client and their project. Contact prioritization:
  - a) Face to face meeting at the regional showroom with the dealer contact, client, consultant and trade professional if applicable.
  - b) Sub-Zero and Wolf Showroom Consultant initiated and scheduled phone call with the dealer contact person, client, consultant and trade professional if applicable.
- 5) Dealer agrees to response time of two hours or less during business hours for all client or showroom inquiries.
- 6) Dealer agrees to provide status updates every two weeks via the Sub-Zero and Wolf email workflow stream.
- 7) Dealer agrees to provide client information and purchase details (Invoice or P.O.) for all installed products.
- 8) Dealer management and contact point(s) agrees to participate in client status / update meetings on a regular basis or as needed.
- 9) Dealer agrees to use the Factory Certified Installation program and share the installation date with the showroom.
- 10) If required, Dealer agrees to register purchased product on behalf of the client.
- 11) Dealer agrees to promptly resolve any escalated client issues within 24 hours.

\_\_\_\_\_ Date \_\_\_\_\_ Date \_\_\_\_\_  
(DEALER PRINCIPLE) SZG VP of Sales

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(DEALER PRINCIPLE) SZG VP of Sales

# PARTICIPATING DEALER PERSONNEL

## Dealer Identified "Dealer Champion"

DEALER CHAMPION - NAME	POSITION
EMAIL	PHONE

## Participating Salespeople

NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE
NAME	POSITION
EMAIL	PHONE