



statement of work

Inside Delivery, Strip, Place, and Remove Service

Contents

Executive Summary1
 Details of Service2
 Assumptions.....3
 Scope of Responsibility.....3
 Other Services.....4
 Pricing4
 Terms and Conditions.....4

Executive Summary

The Wright Line Service Team can provide customers with an Inside Delivery, Strip, Place and Remove (IDSPR) service supplement to the installation of purchased products. As with standard installation services, IDSPR can be customized to the specific needs of the customer and facility. The Wright Line Service Team performs this service for General Office, Technical Office, or Data Center products.

The IDSPR service places the responsibility for offloading the truck, unpacking the product, staging it for installation, and removing the trash with the Wright Line Service Team rather than the customer or a freight carrier. Trash and debris are removed in a neat and orderly fashion.

Additional services offered by Wright Line are listed in the “Other Services” section on page 4.

| Features | Benefits |
|---|--|
| Service can be provided for 5x8 at standard rates, or 7x24 at premium rates | A highly flexible scheduling ability adapts to dynamic conditions for each customer. |
| Trained and Certified Service Professionals | Ensures that installation requirements and schedules are met and the product is correctly installed. |
| Global Knowledge | The Wright Line Service Team provides experience gained from product installations around the world. |
| Corporate and Factory Support. | The Service Team is backed by the entire manufacturing capability of the company to meet demands in short cycle times and keep project schedules intact. |
| Green Disposal | No debris left on loading dock or customer location. Wright Line handles recycling and debris disposal. |
| Coordinated process | Efficient flow of installation. |

Details of Service

Wright Line coordinates delivery date and time with the freight company. Wright Line contacts the customer after arriving and explains the delivery schedule and procedure.

The Wright Line Service Team meets the freight delivery vehicle at the customer’s receiving area. The Service Team unloads the truck, unpacks the product, and loads it on to carts. The Service Team delivers the product to the pre-installation staging area and prepares the product for installation.

Wright Line manages all debris disposal to minimize disruption of the customer’s daily operations. Wright Line handles green disposal and makes every effort to recycle according to local ordinances and services.

| Service | |
|--------------------------------|--|
| Activities | Description |
| Unload Product | Individual components are unloaded from the truck and carefully unpacked, ensuring no damage or loss of parts. |
| Load for Inside Delivery | Product is handled correctly and loaded on to carts to protect from damage during transport. |
| Place at Pre-installation Site | Walls and floors are protected, and the product is delivered from the loading zone to customer pre-installation site. |
| Stage for Assembly | Walls and floors are protected while the product is staged to eliminate damage, and help ensure accurate and efficient installation. |

| Check-out & Review | |
|---|--|
| Activities | Description |
| Examination of product before removal of packaging for shipping damages | Wright Line checks the product and advises the customer to note any visible damage and/or evidence of concealed damage on the customer's Bill of Lading (BOL). |
| Check with customer security and/or loading dock personnel | To ensure satisfaction after delivery. |
| Customer Service Notification | Any damage is communicated to the customer's Sales Representative to initiate the replacement process. |
| Customer Review | Part of final acceptance process. |

Assumptions

Customer satisfaction is Wright Line's top priority. This includes timely, accurate, and complete delivery of services. To provide a superior level of service, Wright Line makes the following assumptions when developing a price quote and setting the expectation of service delivery:

1. A standard height loading dock for freight contractors to deliver product, or appropriate alternate arrangements in the absence of a dock.
2. A means to gain entry to and from the building, such as badges, escorts, security sign-in and so on.
3. Ability to bring tools and transportation assistance products to the site.
4. Unrestricted access to elevator for internal movement if required.
5. Install location to be free and clear of old furniture, files and debris, ready for assembly.
6. All renovation work completed prior to product installation to protect product from damage by other disciplines.
7. Work will take place during normal weekday business hours.
8. Service will be provided during normal weekday business hours on a 5x8 basis unless otherwise noted.

Scope of Responsibility

Wright Line Scope of Responsibility:

- Ensure that product is free from shipping damage and advise customer of any information to note on Bill of Lading (BOL) before signing.
- Protect customer product and property during IDSPR service.
- Remove all trash and debris.
- Schedule certified Installers to perform service.
- Ensure Installation is per manufacturer's specifications.
- Conduct work in a timely manner.
- Identify any open issues.
- Manage any site based issues affecting service delivery.
- Provide a service point of contact to the customer.
- OSHA safety certification.

Customer Scope of Responsibility:

- Provide an authorized point of contact to the service team for scheduling and on site coordination.
- Notify Wright Line Service Team of any barriers, such as security clearance, insurance requirements, or any special training or induction sessions required (and fees if required) prior to pricing service.
- Disclose any building restrictions that need to be met such as loading dock scheduling, elevator scheduling and any other building facility management requirements.
- Make dates available for scheduling of installation.
- Provide a point of contact at completion for sign-off and acceptance.
- Identify any related work impacting service delivery.
- Identify any requirements for split or “phased” installations prior to service pricing.
- Customer must provide for signature of Bill of Lading (BOL).

Other Services

Wright Line offers the following services, which can be integrated with the installation process:

- Product assembly and installation
- Removal and disposal of old furniture and equipment

Wright Line offers the following additional services:

- Warranty Validation
- Product moving and reconfiguration
- Maintenance and Service Contracts

Pricing

Pricing for this service is available on an order by order basis. A pre-quote consultation and/or walk-through by a Wright Line Installation team member are advised (required for truckload deliveries) to determine the scope of services. Changes in the product set or changes in the assumptions or detail of work after the original scope of work is set may require a new quote. Contact Wright Line Sales for pricing per your specific requirements.

Terms and Conditions

Standard Wright Line Terms and Conditions apply, available in the sales quote package, at www.wrightline.com, or by contacting your Wright Line Sales Representative.