

RETAILER DELIVERY BEST PRACTICES

OVERVIEW

Trek retailers have the option to offer “Retailer Delivery” for bicycle orders placed on trekbikes.com. When a customer purchases a bicycle from trekbikes.com, retailers that deliver to a radius that includes the customer’s address will be displayed on the site as offering delivery. Customers will then choose their preferred Retailer for “Retailer Delivery” as their delivery option. The only other option for bike delivery will be “Click & Collect.”

When a retailer is selected for “Retailer Delivery”, the retail store will receive a copy of the customer’s confirmation email, which contains both the order and customer information.

Below are simple step-by-step instructions on how to deliver bicycles to consumers.

SETTING UP A DELIVERY DATE

- When the bike arrives, look at the customer’s name on the box and find the order confirmation email for this order.
 - If you cannot find the order confirmation email, contact the trekbikes.com customer service team at 1-800-585-8735. Orders can be viewed in Dexter in Orders > [Trebikes.com](https://trekbikes.com) > Consumer Orders.
- Build the bike within 24 hours of receiving the bike at your store.
- Once built, contact the customer to let them know the bike(s) they ordered from trekbikes.com is ready for delivery.
- Determine with the consumer the delivery date.
 - Note: It is important to talk directly to a person to arrange delivery. If no phone # is available, email the customer and ask to schedule a phone conversation.
- Give the customer dates and times (in 2-hour windows) you are able to deliver the bike(s).
 - Note: Make sure to put all store deliveries on your store calendar. If you do not have a store calendar, now would be a good time to implement one at your store.
- Confirm with the customer where the bike will be delivered (read address off order confirmation email).
- Ask consumer if there are any special instructions or things you should know about the delivery location (e.g. they live on the second floor of the house, use back door for delivery, street is a one-way, etc.).
- Let the customer know that an adult over the age of 18 will need to be present for the bike delivery and that they will be asked to sign for the delivery.
- Ask customer if they would be interested in having you bring any of the following items with the bike: helmet, pump, lights, lock, etc.
 - Note: This is your chance to upsell the consumer on items that they may need.
- Give the customer your contact information and ask that they contact you in advance if for any reason they are not able to make the delivery time you agreed upon.
- If the delivery date is more than 24 hours away, let the customer know you will be calling to verify the delivery date and time. Once delivery is within 24 hours, call the customer to confirm date and location.

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DAY OF DELIVERY

- Plan to arrive in the first hour of your arranged delivery time.
- Wipe down the new bike to be delivered and ensure the it is in proper working form.
- Put bike and any requested accessories the customer wants in your delivery vehicle.
- Call the customer right before leaving your shop to let them know you are on the way.

MAKING THE DELIVERY

- Ask for the customer's name and verify their identity by asking to see a photo ID, as well as a copy of the order and/or the credit card that was used in the transaction.
- Confirm with whomever answers the door, the bike model and recipient that you are delivering to.
- Ensure the bike is the right size for the customer.
- Have the customer test ride the bike if possible.
- If customer is new to riding – review high-level instructions with them (e.g. how to shift gears, use breaks, pump tires, etc.).
- Ask customer if they have any additional questions for you.
- Ask the customer to sign that they have received the bicycle from you.
- Thank the customer for their business and invite them back to your store.