

Good morning, SimplyHome Partners and Representatives!

Please note that moving forward, we need to include the following language when coordinating installations:

Please note that installation or service visit cancellations received within 24 hours of the appointment may be subject to a \$50 rescheduling/cancelation fee.

This has also been added to the top of the pre-install checklist we send out for butlers and ECs. It's important to communicate this, in writing, if possible, as it is not currently on our service agreement. This applies to ANY installation or site visit scheduled, regardless of whether it's SH staff or a Partner/Rep doing the install or visit.

We don't anticipate using this policy much but want to make people aware in case we have a situation where it's a repeat issue or something (it will start as a discretionary policy). The exact details of this are still being worked out but please start including this language now. It's likely that if the fee were to be charged, Partners/Reps would receive 50%.

Thanks and please let me know if you have any questions or need more information, especially if you feel like there is a new situation that may warrant this policy to be applied. Have a great day, ya'll!

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