



Get a Quote Search Tool Policy

Version 8

Policy current as at 1 June 2023

Overview

The Get a Quote (GAQ) search tool is designed to give customers the ability to search for dealers via the website and access the dealer's contact details.

The entitlement to be included on the GAQ search tool is controlled by a defined set of requirements.

Being included on the GAQ search tool can offer many benefits to you and your business, including:

- Providing your customers with confidence that you are an authorised dealer of Prowler Proof, and
- Increasing leads and expanding your customer base.

At all times, Prowler Proof retains the right to have the final decision on who is included on the GAQ search tool.

Who can request inclusion

To be entitled to request inclusion on the GAQ search tool, an authorised dealer must:

- For dealers in metro locations
 - Be a Certified dealer
 - Have spent a minimum of \$120,000 with Prowler Proof in the previous 12 months
 - Have undergone and passed the Prowler Proof dealer audit, including the installation audit
 - Operate a B2C business, selling to end customers, not a B2B business
 - Not promote any other security screen brands
 - Be dedicated to selling and servicing customers to the Prowler Proof level
 - Have all required licenses for their state, and
 - Must be a member of the NSSA (peak body representing security screen industry).
- For dealers in regional locations
 - Have proof of regular purchasing from Prowler Proof over a 3-6 month period
 - Have undergone the Prowler Proof dealer audit
 - Operate a B2C business, selling to end customers, not a B2B business
 - Not promote any other security screen brands
 - Be dedicated to selling and servicing customers to the Prowler Proof level
 - Have all required licenses for their state, and
 - Must be a member of the NSSA (peak body representing security screen industry).

Requirements

Once included on the GAQ search tool, an authorised dealer must commit to:

- Responding to an enquiry from the tool in less than one business day
- Responding to the follow up SMS surveys that come from the tool
- Only promoting and selling Prowler Proof branded product to enquiries

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- Selling Prowler Proof product in its correct form, ie not replacing handles or hardware with generics
- Entering the Lead ID number into COSI Lead ID field, when a sale is made
- Being courteous and punctual
- Being professional and presentable
- Being informative and have a high level of Prowler Proof product knowledge
- Servicing warranty calls as they come up
- Using Prowler Proof sales and marketing tools
- Installing in a professional manner and to Australian Standard or the National Construction Code where applicable, and
- Where applicable maintaining the minimum spend requirement as set out in 'Who can request inclusion' section.

The GAQ tool works via Google radius searching, there is no ability to over-ride postcodes that dealers appear in. In the first instance, an authorised dealer can have one postcode submitted for the tool. Authorised dealers can have a second location entered, on the recommendation of their Prowler Proof BDM. No more than two locations can be entered per dealership.

Dealers may be offered a different postcode to their main location, dependent on how many other dealers are already displayed in the area they are requesting.

Priority will be given to authorised dealers based on their purchases from Prowler Proof, time they have been a dealer and proven service levels to end customers.

Holiday suspension

Any dealer on the Get a Quote tool must advise Prowler Proof of holiday shut down dates, and their listing will be suspended for the period of this leave, and for 5 business days prior to this leave commencing. Notification should be sent to your Prowler Proof BDM or to marketing@prowlerproof.com.au.

Removal and Remediation

Should an authorised dealer fail to meet the requirements specified above, the following remediation and removal procedure will be implemented:

1. Phone call from Prowler Proof BDM to discuss the requirements the authorised dealer is failing to achieve.
2. During this phone call, the BDM will specify what the authorised dealer must do to meet the requirements and the timeframe they have to do this.
3. Following this phone call, the BDM will confirm everything that has been discussed with the dealer, via email, within two working days.
4. The BDM will follow up with the authorised dealer, at the end of the agreed timeframe, to discuss whether the dealer is now meeting the requirements. If yes, dealer will remain on tool. If no, dealer will be removed from tool within two working days.
5. Authorised dealers will be ineligible to be re-added to the tool, until the Prowler Proof BDM is satisfied that the dealer has made adequate changes to ensure they now meet the requirements and will do so going forward.

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If Prowler Proof become aware of an instance where a dealer on the GAQ tool starts promoting other brands the removal and remediation steps defined above will then be actioned by the relevant Prowler Proof BDM.

In the following instances, a dealer will be removed immediately from the tool:

- Authorised dealer is placed into liquidation or goes bankrupt
- Authorised dealer closes down business
- Authorised dealer sells their business. Approval to be included on the GAQ tool is not transferable with the sale of business, or
- Prowler Proof becomes aware that the authorised dealer is selling other branded product to GAQ enquiry customers.