

Raised Garden Bed Assembly Reference Guide



Contents

Offer Overview.....	2
Inclusions	2
Exclusions.....	2
Item Numbers & Calculator	2
How to Transact.....	3
Offer Terms and Conditions.....	3
Merchandise Standards - POS.....	4
Raised Garden Bed Assembly “Jobs in Dispute”	4

KEY CONTACTS

Team Assist – Product/Process enquiries – 1800 101 111 – teamassist@bunnings.com.au

Services Support – Service Provider enquiries – 03 8831 9877 – servicesupport@bunnings.com.au

Auswide Assembly (TM contact only) – Assembly enquiries – 1300 662 676

Offer Overview

The Raised Garden Bed Assembly service allows to get their new Raised Garden Bed installed.

Customers using the Raised Garden Bed Assembly service are required to purchase their new Raised Garden Bed from Bunnings and have it on site prior to the commencement of installation.

Inclusions

The installation offer includes:

- This offer is available for residential properties only
- Travel up to 35kms from booking store (each way)
- Assembly of a Garden Bed from the Bunnings range.
- Clean up of site

Exclusions

The installation offer excludes:

- Assembly of products not purchased from Bunnings range
- Filling of Garden bed
- Levelling of site surface
- Disposal of recyclable packaging (Additional cost)
- Travel over 35kms from booking store (each way)

Item Numbers & Calculator

Item Numbers:

The below table shows the item numbers to be used for this assembly service.

Items	Appliances being installed	Price
0178313	GARDEN BED ASSEMBLY – FREESTANDING – VEG TRUG	\$ 65.00
0178314	GARDEN BED ASSEMBLY – SQUARE - UNDER 3M	\$ 79.00
0178315	GARDEN BED ASSEMBLY – SQUARE - OVER 3M	\$ 158.00
0178317	GARDEN BED ASSEMBLY – ROUND - UNDER 3M	\$ 198.00
0178318	GARDEN BED ASSEMBLY – ROUND - OVER 3M	\$ 219.00
0178319	GARDEN BED ASSEMBLY – RETURN TO SITE FEE	\$ 62.00
0178320	GARDEN BED ASSEMBLY – DISPOSAL OF RECYCABLES	\$ 21.00
0178321	GARDEN BED ASSEMBLY – ADDITIONAL KM CHARGE	\$ 2.00

KEY CONTACTS

Team Assist – Product/Process enquiries – 1800 101 111 – teamassist@bunnings.com.au

Services Support – Service Provider enquiries – 03 8831 9877 – servicessupport@bunnings.com.au

Auswide Assembly (TM contact only) – Assembly enquiries – 1300 662 676

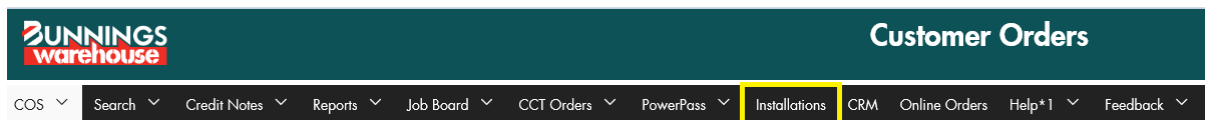
Calculator:

There is a calculator available for this service. This simple calculator is to be completed to assist in qualifying the customers needs and providing a total assembly service price. The calculator can be downloaded from Home of Special Orders and will help in understanding which item numbers are to be used when booking an assembly.

[Intranet > Home of Special Orders > Installations & Services > Raised Garden Bed Assembly > Calculator](#)

How to Transact

The Pool Chlorinator and Filter Installation offer is transacted via COS Installations. You can navigate to COS installations via COS and selecting installations:



For the full process document on how to process the order, please refer to the [Process Document](#) found on **Home of Special Orders - Installations & Services – Raised Garden Bed Assembly offer page** or visit the [help link](#) on COS installations.

Offer Terms and Conditions

- This assembly service is an additional cost and is available only for products purchased from Bunnings.
- Assembly is only applicable for compatible products, as shown in-store or online.
- Raised garden bed must be on-site prior to assembly.
- Additional charges may apply beyond those stated above as per the Terms & Conditions.

For full Terms and Conditions please refer to Home of Special Orders:
[Intranet > Home of Special Orders > Installations & Services > Raised Garden Bed Assembly > Terms & Conditions](#)

KEY CONTACTS

Team Assist – Product/Process enquiries – 1800 101 111 – teamassist@bunnings.com.au

Services Support – Service Provider enquiries – 03 8831 9877 – servicessupport@bunnings.com.au

Auswide Assembly (TM contact only) – Assembly enquiries – 1300 662 676

Merchandise Standards - POS

This offer requires Point of Sale (POS) to be executed in your store. For the full guide of what POS is required for this offer and how to execute in your store, please visit the [POS guide](#) on Home Of Special Orders – Installations & Services – Raised Garden Bed Assembly.

Raised Garden Bed Assembly “Jobs in Dispute”

Raised Garden Bed jobs must be moved into the “In Dispute” status immediately when you are made aware of an issue around the following:

- Customer unhappy with service provided by the installer.
- Outdoor Furniture is not assembled to customer’s satisfaction.
- Issue arises with the outdoor furniture operation after it has been installed.

Ensure all relevant information is entered into the notes, in addition to any photos or evidence.

Please advise the Service Support Team via email servicesupport@bunnings.com.au so we can start actioning the job for the customer immediately.

The job will be followed up by the Services Support Team with the service provider to rectify the issue and they will notify the store team of actions to be taken to complete the job to the customer’s satisfaction.

Jobs in dispute are visible to:

- Store teams.
- Relevant Service Provider
- Services Support team members

Once the customer issues are resolved (Dispute Pending) the store team can move the job from “Dispute Pending” to “Dispute Resolved”.

Jobs that are “In Dispute” will appear on your Daily Installation Action report whilst they remain unresolved.

KEY CONTACTS

Team Assist – Product/Process enquiries – 1800 101 111 – teamassist@bunnings.com.au

Services Support – Service Provider enquiries – 03 8831 9877 – servicesupport@bunnings.com.au

Auswide Assembly (TM contact only) – Assembly enquiries – 1300 662 676