



**Company** Meritage Asset Mgmt Group  
**Location** Paso Robles, CA  
**Size** 3 office suites and a reception station  
**Furniture** Series C  
**Dealer** Office Max



**Project Scope:** Occasionally, things happen that are not within your control. But that doesn't change the expectations of the customer. Meritage Asset Management is a small business who had made it clear that they wanted furniture which was essential for the move to their new location. Their "critical date" was a Grand Opening planned for March 12th (2013). The product they needed included 3 bow front U-shaped Executive suites with extensive storage in private offices and 1 L-shaped reception station

**Project Challenges:** Due to a technical "glitch" in the field, transmission of the order to BBF was delayed by two weeks. The Purchase Order finally came in on March 4. BBF HAD to deliver and install on the 11th (5 business days later) while making it seamless to the customer. By working closely with the field rep and the install agent, the BBF internal team ensured the project went off without a hitch.

"The customer is very pleased with the product and the install. The installers were very professional and accommodating for the customer. There was no punch list. Customer is very happy and said he would be placing an add-on order in the future. All your hard work is very much appreciated!"

Janet Holt – Office Max, Field Sales Rep