

Full list of Click reason codes and their descriptions.

Reject	Reject Description - Before Acknowledgement	RR Eligible
Appointment no longer needed	During pre-call, customer says they no longer need their appointment.	Yes
Customer not ready	During pre-call, customer says they are not ready for delivery.	Yes
HD reschedule, product available	HD reason - all product is present and in good condition, but tech call off, no truck, etc.	Yes
Missing product	Missing core product to fulfill delivery.	
Physical damage	Visible damaged product at load out.	
Weather issue	Weather incompatible for safe delivery.	Yes
Wrong product	Wrong product shipped, mislabeled.	
Incomplete	Incomplete Description - After Acknowledgement - No product left at customer's home	RR Eligible
Appointment no longer needed	Customer or agent calls to say they no longer need appointment.	Yes
Customer not at home	Customer is not at home when technicians arrive at the address.	Yes
Customer not ready	Customer is not ready when techs arrive, or they called to reschedule same day.	Yes
Defective product	Core product was defective inside box. No product left at customer's home.	

HD reschedule, product available	HD reason - all product is present and in good condition, but tech got sick, truck broke down, etc.	
Missing product	Missing components within the box. Left product at the dock, no remote, etc.	
Product does not fit	Product does not fit where customer planned for bed to go.	
Physical damage	Visible damaged product inside the box. No product left at customer's home.	
Weather issue	Weather incompatible for safe delivery.	Yes
Wrong product	Mis pick item in box, wrong label, loaded wrong box.	
Complete	Complete Description - After Acknowledgement - All or some product left at customer's home	RR Eligible
Defective product	Product was defective inside box, but other product left at customer's home. Return visit needed.	
Dropoff only	Customer requested product be left but may need to go back for install.	
Missing product	Missing components within the box. Left product at the dock, no remote, etc. Return visit needed.	
Order fulfilled	Work was completed as expected with no issues. There are no plans to return.	
Partial delivery	Left some of the product at customer home, base doesn't fit or changed mind. Return visit needed.	

Physical damage	Product was damaged inside box, but other product left at customer's home. Return visit needed.	
Wrong product	Mis pick item in box, wrong label or loaded wrong box but some product left in home. Return visit needed.	