

## PROBLEM

### Winning a Bid

A customer made initial contact to request pricing to compare with They were looking for product suggestions for a commercial facility lighting retrofit to replace their existing inefficient lighting. The client requested alternate lighting options to consider alongside another quote for name brand lighting. Lighting product certification must meet eligibility requirements for utility rebate program. Fast turnaround time was also a priority.

## SOLUTION

### ShineRetrofts provided:

- Good Communication and meaningful discussion to understand the project scope and customer needs.
- Researched product specifications to ensure rebate eligibility.
- Provided high quality, high performing LED options and volume pricing.
- Coordinated equipment order and delivery to meet the preferred project schedule and deadlines.

## RESULT

### A Win

The less expensive, high performing LED product was the chosen solution over the more expensive name brand LED product. Our customer won the project bid, and subsequent successful projects. We continue to use similar solutions across multiple projects which streamlines the product selection and quoting process. This allows the customer to engage more clients and handle more projects simultaneously.

## About Us

Shine Retrofts' mission is to be the easiest and most efficient resource to use for your lighting projects. Our goal is to provide very fast service and quoting, and we do not play pricing games. Our quoting system is state of the art and you can request a large quantity quote from each product page. Our lighting specialists are trained to help you figure out exactly what you would need for the best price,

We pride ourselves on our personal relationships with our customers.

 Honest  Integrit  Great



## About The Client

Energy efficiency consultant, Energy auditor, lighting specifier. Repeat Shine Retrofts customer since

“I have to say that I’m super impressed with your company all the way around. From getting help to find that right light bulb, getting it ordered, the quick shipment, everything... Thank you so much, everything was perfect!”