

Home Delivery

Key features of the Furdeco home delivery service:

- 2 man delivery teams whom have vast experience delivering furniture into a home.
- Items placed in the room of the customer's choice.
- All deliveries booked in with the customer at least 48 hours prior to delivery.
- Courtesy call on the day of delivery.
- 2 hour time slots allocated when booking in deliveries (therefore no need to take a day off work).
- Items can be unwrapped upon delivery therefore the items can be checked for damage.
- Access to the Furdeco website to upload deliveries directly.
- Online stock checking.
- Email customers informing them that Furdeco have their items to deliver and will be in touch shortly to book in delivery (this will cut down customers chasing the retailer).
- Collections from your warehouse/store or you can have your supplier drop into us directly.
- Most postcodes serviced weekly.
- Our delivery lead times are typically within 5-10 days.

You are very welcome to come and see our operation here in the West Midlands.

If you have any further questions in regards to our services please email Furdeco directly at info@furdeco.co.uk

www.furdeco.co.uk



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The 2-man home delivery solution...

...getting furniture into the home

- *Room of choice service*
- *Customer allocated 2 hour time slots*
- *Pre delivery courtesy call*
- *Uniformed, friendly, trained staff*
- *Removal & recycling of waste packing*
- *Online tracking & stock checking*
- *Nationwide coverage*

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Here at Furdeco we understand that we often act as the face of the retailer.

The delivery service is an important opportunity to build customer relationships, and repeat purchases.

This is why all our trained and uniformed staff are well-mannered and courteous. Our delivery teams are bilingual and all our equipment is well kept and up to date.

We strive to work with the customers to make the process as easy as possible.

Home Delivery

We have split our services up into 3 different levels below:

Silver

- Deliver to customer within 10 working days.
- Ring and make appointment giving day and a 2 hour window. The delivery drivers will call on the day of the delivery and give a 1 hour notice.
- Delivery to room of the customer's choice.
- Dedicated account customer service provider.

Gold

- Deliver to customer within 7 working days.
- Ring and make appointment giving day and a 2 hour window. The delivery drivers will call on the day of the delivery and give a 1 hour notice.
- Delivery to room of the customer's choice.
- Dedicated account customer service provider.
- Unwrap.
- Position all goods.

Platinum

- Deliver to customer within 7 working days.
- Ring and make appointment giving day and a 2 hour window. The delivery drivers will call on the day of the delivery and give a 1 hour notice.
- Delivery to room of the customer's choice.
- Dedicated account customer service provider.
- Unwrap.
- Position all goods.
- Remove all packaging and recycle.

Other services

We don't just do home delivery, see our additional services below:

Collections

In addition to collecting goods from your store/warehouse, we will collect from manufacturers or distributors around the U.K. and deliver directly to your customers. This saves you and your customers time and money especially as we arrange collections on the back of our delivery routes so that we can offer this service free of charge.

We book in collections in the same way we do with our deliveries. We provide at least 48 hours notice and also provide a 2 hour timeslot.

Receiving Goods Containers & Furniture Storage

We can receive your goods from manufacturers from across the globe. All goods are unloaded and checked against a packing list, to make sure you receive all your stock and that it's all in tip top condition.

Our 50,000 Sq ft Warehouse is centrally located in the West Midlands, ideal for distribution all over the UK. Our warehouse provides clean, dry and safe storage for all types of furniture.

All stock is then uploaded to our established and proven web based monitoring system. This allows you to check stock levels, designate and track goods deliveries to customers from anywhere in the world, all with a few clicks of a button!

Assembly

With a specialist team of experienced professionals, we can, if required, assemble goods to the highest standard ensuring that your customers are completely satisfied.