

Deluxe White Glove Direct Delivery Service



Deluxe White Glove Direct Delivery Service

A one stop delivery service from Repose to your customer

Our Deluxe White Glove Delivery Service begins with a call to your customer, whether branded Repose or with your company name, we will ensure they know exactly what is happening. We will take all the relevant information to ensure the delivery is made correctly and ensure the customer is confident about what they are going to receive. The delivery installation paperwork will inform the team of the location with any parking restrictions or special instructions from the customer, plus any requests from you as the distributor. This might be that you want the team to collect payment on delivery (either cheque or cash) or call you for a card payment transaction at your office.

The Installation team will call on the morning of delivery to advise your customer that the delivery will take place either before or after 12pm and if requested the team will call your customer when they are an hour away from the delivery home. This ensures your customer knows exactly what is happening at all times.

On arrival at the home, we firstly assess the location of the new furniture and move anything which could be blocking the access. This is to ensure we can get the items into the room of choice and they sit in the correct position for your customer.

Some customers may require the furniture to be moved to an alternative room, no problem; our team will ensure this happens. Collection and disposal of old items is also available by prior arrangement, and where possible they are donated to a local hospice or charity.



All team members are fully DBS checked and carry ID at all times.



On delivery, our team ensure the chair is unwrapped, accessories fitted, connected to the power source and dressed to complete the delivery. They will then proceed to demonstrate the product with the customer, ensuring they are fully confident with how it works. The safety aspects and some simple dos and don'ts are also explained. They will not leave your customer until they are confident with the products.

Repose White Glove Areas

Finally the customer will be encouraged to complete a simple installation checklist and quick questionnaire before signing to say the delivery was successful and they are confident with the product. A photograph of the furniture in location will be taken and, on return to the office, you will receive an email, (normally within 48 hours), with a copy of the signed installation check list, the photograph and should we have been instructed to collect any payments, we will forward your bank any payments the team have collected on your behalf.

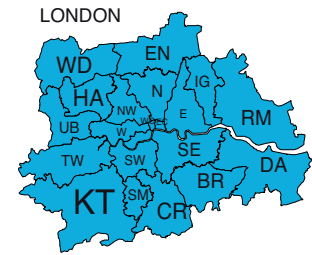
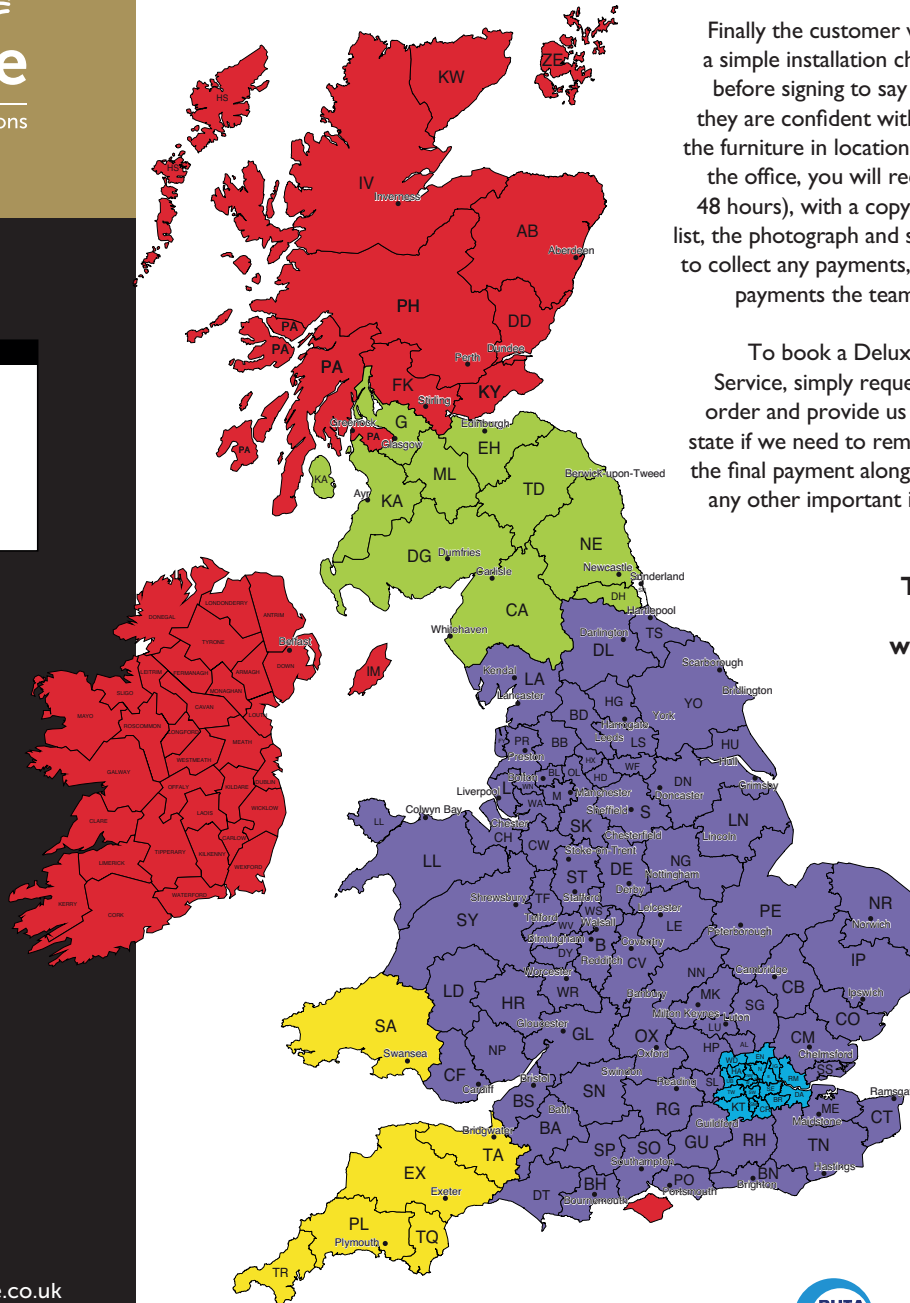
To book a Deluxe White Glove Direct Delivery Service, simply request it at the time of placing your order and provide us with the address details. Please state if we need to remove the old furniture or collect the final payment along with the payment method plus any other important information to assist us further.

Then all you need to do is sit back and relax whilst we do the delivery for you!

Removal & disposal available for a small charge.

Areas

- Area 1
- Area 2
- Area 3
- Area 4
- Not Covered



Repose Furniture Limited
Attwood House
Cokeland Place
Cradley Heath
West Midlands B64 6AN
Tel: 0844 7766001*
Fax: 0844 7766002*
Email: info@reposefurniture.co.uk
*Calls cost 7p per minute plus your networks access charge

www.reposefurniture.co.uk

Registered Company Number: 03727157 © Copyright 2017

Repose Furniture Ltd reserves the right to modify or change the specification without prior notification.

For terms and conditions of sale and or agreement please refer to your supplier.



Equus
WORLDWIDE