



Intelligence Delivered

# 5 reasons why White Glove Delivery offers a better heavyweight and oversized home delivery service



The modern-day consumer is after an uncomplicated, convenient service when it comes to delivery of their goods. The rise of the click-and-collect service offered by well-established stores and e-tailers supports the theory that users are after a delivery that fits into their busy lifestyle- this becomes even more important for big ticket and heavyweight purchases such as TVs, Sports Equipment and High End Furniture.

Just one of the assets of SEKO's White Glove Home Delivery Service currently setting it apart from all the rest is its offer of a delivery time and assembly of goods to suit your customer.

If you still need more convincing, read on for our top five reasons as to why our White Glove Home Delivery Service is the best service for your consumer.

1

## White Glove Allows for the Full Range of Delivery Options

A home delivery service really begins prior to purchase. We recommend all retailers clearly detail the services included in each delivery option and provide a full explanation of the differences between “threshold” set down and “room of choice” assembly online prior to make it easier for a customer to pick the superior White Glove option. The most superior service can provide assembly of goods in their destined room and the subsequent removal of all packaging allows. Our White Glove delivery goes one step further than “threshold” delivery to ensure that your customer needn’t worry about a thing when it comes to the safe receipt and set-up of their goods.

2

## White Glove Makes Sure it Delivers on its Promises

For a small added fee, customers secure a deluxe level of service with SEKO’s White Glove delivery. We guarantee that your consumer receives the best delivery service money can buy. From confirmation of their White Glove delivery purchase, to an accurate time of arrival and tracking system, to the straightforward construction of their goods and ensuing removal of all packaging, users receive a meticulous service with SEKO.

3

## White Glove Provides the Vehicle Best Suited to your Business

SEKO’s White Glove service offers the complete solution to your product and destination delivery requirements. We understand that a tractor trailer vehicle may not be able to fit down a narrow residential road, and a television may not demand a vehicle of such size in any case. SEKO has the capabilities to send the transportation tailored to suit your business with our fleet of sprinter vans, box trucks and hybrids for optimal urban final mile solutions.

4

## A High Class Delivery and Returns Process

Big ticket items like large screen TVs need a specific returns process in place. A provider needs to be able to include all relevant returns documentation, slips and packaging for every part of the returns process. With SEKO’s White Glove home delivery service, we cover every element to guarantee a straightforward return of goods in the event of a buyer deciding to send back their purchase. Our MySEKO system updates on delivery, and we make sure our drivers receive a signature from the destined consumer as we provide them with an e-signature receipt to guarantee their peace of mind. Not only do we receive confirmation of the safe arrival of their goods, but they also keep a record of the delivery date and time of arrival and the name of their SEKO driver in the unlikely chance that there is an issue with their buying experience. In the event of a warranty replacement or recall action, SEKO can facilitate the delivery of a new item with the pickup of the old item for a more streamlined customer service experience, while reducing total transportation costs.

5

## Sterling Technology and Communication

Keep consumers informed throughout each step of the process courtesy of SEKO’s White Glove delivery service. The customer needs to be instantly notified with their confirmed delivery time in a quick and seamless time process, in order to reduce the likelihood of buyer’s remorse on larger sized items with significant price tags. Customers who purchase higher priced items still require the same level of reassuring notifications offered on smaller sized deliveries to ensure peace of mind regarding the safe and timely arrival of their goods. The integrated technology of our comprehensive MySEKO tracking system enables the customer to keep track of their shipment from the moment it leaves the depot, to the estimated time of arrival when their SEKO driver will arrive at their door. SEKO’s White Glove home delivery ensures that the customer receives first-class service, from the confirmation email or text sent directly from SEKO and subsequent automated calls to connect directly to our local office to schedule the delivery shortly after the order is placed, through to the departure of their SEKO driver - along with their empty packaging - after a job well done.

SEKO’s White Glove home delivery service is the best delivery service for your consumer and you. We worry about all the details, both big and small, so you needn’t fret over a thing.



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