

About Arrow XL

With our innovative service proposition, we are the UK's leading 2-man fulfilment and home delivery specialist, providing over 2 million deliveries per annum.

OUR CORE STRENGTH

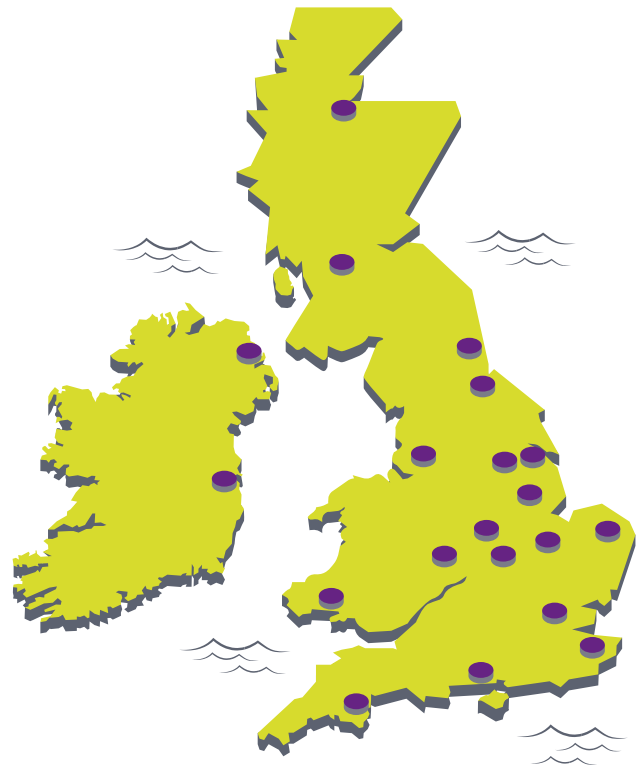
We deliver a complete range of large products, including bathrooms, white goods, brown goods, rigid and flat-pack furniture, outdoor products, gym equipment, upholstery, beds and mattresses.

OUR SCALE

With four hubs and 16 satellite delivery bases, we deliver, assemble and install heavy and bulky items for leading retailers into customer homes throughout the UK, Eire and Channel Islands.

Our 750,000 sq.ft. fulfilment centre in Wigan enables us to provide flexible warehousing, pick and pack, reverse flow and despatch management, via our own 2-man delivery network, or parcel and/or pallet partner of your choice.

We have 230 Service Delivery Teams on the road 6 days a week.



INVESTMENT IN OUR TEAM

When we go over the threshold, into your customers' homes, our Service Delivery Team represents your brand as the only 'face' that your customer meets. That's why we've established PRIDE (Personal Responsibility in Delivering Excellence) as our hero value and it's at the heart of everything we do.

Every member of the Arrow XL team goes through our PRIDE training academy, developing skills to delight your customer by focussing on the soft skills of managing customer interactions, as well as specialist 2-man product handling and our range of in-home services for our Warehousing and Service Delivery Teams.

In recognition of our commitment and innovation to training, we were delighted to have been finalists in the Motor Transport awards for PRIDE.

PRIDE

Personal Responsibility In Delivering Excellence



RESPECT

AMBITION

INTEGRITY

CARING

INNOVATIVE

OPENNESS

Our purpose is to delight our clients,
by making customers' lives easier.

arrowxl.co.uk



Your Customer, Our Priority

Our combination of innovative technology and highly-trained UK call-centre staff offer your customers the most complete delivery experience.

OUR COMPLETE CUSTOMER CONTACT STRATEGY

Our contact strategy keeps your customer in the loop every step of the way providing certainty of delivery and answering any queries via their preferred contact method: web chat, SMS, social media, email or phone.

And all our customer interactions are centralised into our Customer Relationship Management system, ViewPoint, and available to you via our Client Portal.

With our market-leading AskAxl web-app, your customer has certainty of their delivery – their indicative 2-hour timeslot dynamically updated and reduced to just 30 minutes.

CUSTOMER CARE CENTRE

Our Customer Care Centre is the heartbeat of our business with its customer-first sentiment. It is located within our support centre in Wigan.

We manage your customer enquiries and questions directly, with the right answer, first time, taking full control of the customer journey.



CUSTOMER SELF-SERVE OPTIONS



Click on link for calendar to select delivery date



Customer can validate address and pin-point their location to secure first time delivery



Link to AskAxl – Where Is My Order? award-winning web-app



Link to webchat – we make it easy for your customer to contact us

Self-Serve gives your customer the ultimate in choice, convenience and certainty of delivery.

arrowxl.co.uk



Our Customer Journey

Providing your customer with choice, convenience and certainty.

We can offer a confirmed delivery date at point of checkout or alternatively we can manage the delivery booking on your behalf, arranging a delivery date directly with your customer and providing them with choice.

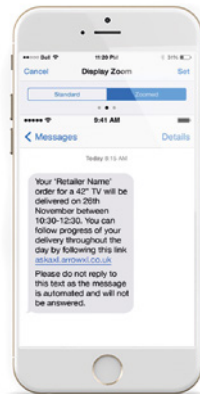
Whether or not your customer selected their delivery date at the point of sale, we provide them with **certainty of delivery**.

For convenience, the day before delivery, we send your customer an SMS message / email with their delivery date, indicative time window and link to AskAxL.

On the morning of delivery, we send the customer a reminder message, including time window and link to AskAxL.

And for even greater convenience, we dynamically update the original 2-hour timeslot to just 30 minutes.

Because our deliveries don't stop at the front door, we give your customers the names of our delivery team who will be going into their home and delivering their purchase into the room of their choice. Our service delivery team also call en route, to provide your customer with certainty of delivery.



<http://askaxl.arrowxl.co.uk/tracking>

arrowxl your delivery

Your delivery crew are **Andrew** and **Stewart**, they are currently delivering number **11** and your order is number **15**

Your slot is between **10:30** and **12:30** and our current estimate is that we will be with you between **10:45** and **11:15**

Our estimated delivery time is based on current traffic conditions and we will update it as your delivery gets closer.

Making customers feel special.

arrowxl.co.uk



2-Man Lite

Delivery, collection & exchange service into the home for large, non-conveyable and fragile items.

Bigger than a parcel, smaller than a standard 2-man delivery, our 2-Man Lite service provides a 'room of choice' service for your customer.

Weights & Dimensions



up to 1.9m in length



up to 31kg in weight



up to 0.3m³ in volume

Example delivery items



KEY FEATURES

- Next day
- 2 day
- 3 day
- 2 hours reducing to 30 mins time slot
- SMS & email confirmations
- Delivery team call en route
- Room of choice
- Fully tracked
- AskAxl
- Electronic signature capture
- Digital image of product in situ & delivery exceptions
- PRIDE trained delivery teams
- Uniformed delivery teams
- Livered vehicles

BENEFITS

Delighting your customer

We provide delivery, collection and exchanges for your large, fragile products, delivering over the threshold and into the room of choice in your customers' homes.

Greater customer convenience

You can select our next day, 2-day, 3-day or customer nominated day service, Monday to Saturday.

We keep your customer up to date with their delivery via their preferred contact method, whether that is web chat, SMS, social media, email or phone.

Improved customer satisfaction

Specialist 2-man product handling throughout our network ensures that your product arrives with your customer in excellent condition.

Brand enhancement

Enhance the reputation of your brand by providing your customer with an exceptional delivery service that goes beyond parcel delivery.

**Bridging the gap between a parcel
and a standard 2-man home delivery.**

arrowxl.co.uk



2-Man Standard

**Comprehensive and flexible
2-man delivery, collection &
exchange service.**

Our 2-Man Standard service really does set the standard – room of choice, unpack & position and a range of added value services.

Weights & Dimensions



up to 2.6m in length



up to 120kg in weight

KEY FEATURES

- Next day
- 2 day
- 3 day
- Customer nominated day
- 2 hours reducing to 30 mins time slot
- SMS & email confirmations
- Delivery team call en route
- Room of choice
- Unpack & position
- Packaging removal
- Light assembly
- White goods connect/disconnect
- WEEE disposal/recycle
- Fully tracked
- AskAxl
- Electronic signature capture
- Digital image of product in situ & delivery exceptions
- PRIDE trained delivery teams
- Uniformed delivery teams
- Livered vehicles

BENEFITS

Consistent delivery experience – nationwide

Our delivery teams are trained via our PRIDE Academy to delight customers with their product handling and in-home services. This ensures that your product is handled with care throughout our network, and delivered by smart, uniformed delivery teams into the room of choice in your customers' homes. In other words, delivering a great customer experience.

Customer convenience

Deliveries, collections and exchanges are provided via our next day, 2-day, 3-day or customer nominated day service, Monday to Saturday.

And with a range of service solutions offering choice and convenience – whether that's installing a new washing machine, taking the old one away and disposing of it under WEEE regulations, or fixing casters to a sofa – your customer is ready to go with their new purchase.

Single view of the customer

Our contact strategy keeps your customers in the loop by providing certainty of delivery via their preferred contact method (web chat, SMS, social media, email or phone) as well as self-serve options.

All customer interactions are centralised in our Customer Relationship Management system and available to you via our Client Portal.

**Our purpose is to delight our clients,
by making customers' lives easier.**

arrowxl.co.uk



2-Man Dedicated

**Dedicated 2-man delivery, collection
& exchange service designed
around your requirements.**

Our 2-Man Dedicated service – your service
designed around your requirements, with your
brand represented in your customers' homes.

Weights & Dimensions



designed for your requirements



designed for your requirements

KEY FEATURES

- Tailored speed of delivery and time windows
- Tailored contact management strategy
- Tailored in-home services
- 2 hours reducing to 30 mins time slot
- Fully tracked
- AskAxl
- Electronic signature capture
- Digital image of product in situ & delivery exceptions
- PRIDE trained delivery teams
- Your customer service standards
- Our delivery teams in your uniform
- Our vehicles with your livery
- Supported by market-leading shared-user network
- Reverse flow management options
- Fulfilment & delivery options

BENEFITS

Brand reinforcement

Few retailers have sufficient volume to run a wholly dedicated delivery network. That's why we offer a semi-dedicated solution: providing dedicated deliveries with your brand, company uniform and liveried vehicles to conurbations where you have highest penetration, or wish to increase brand awareness.

You benefit from cost-efficiencies from our shared-user network in areas where you have less customer reach.

Tailored service

You control how you want your dedicated service to look and feel. Our Service Delivery Teams have already undergone our PRIDE training, but we will put them through their paces with your own training on service and products to align 100% with your brand in your customers' homes.

Working in partnership

By working with us, you and your customers experiencing our shared-user delivery service enjoy a great delivery experience too, benefitting from the Arrow XL service proposition and features.

**Best of both worlds – dedicated delivery solutions
supported by the Arrow XL infrastructure.**

arrowxl.co.uk



Drop Ship Vendor Solution

Integrated nationwide, delivery, collection & exchange service for your vendor base.

Our Drop Ship Vendor Solution provides a consistent delivery experience for your customers – consolidated management for product collection and customer delivery, providing you with visibility of your customers' journey.

Weights & Dimensions



up to 2.6m in length



up to 120kg in weight

KEY FEATURES

- 2 day
- 3 day
- Customer nominated day
- Local product collections
- Nationwide delivery
- 2 hours reducing to 30 mins time slot
- SMS & email confirmations
- Delivery team call en route
- Room of choice
- Value-added in-home services
- Disposal/recycle
- Fully tracked
- AskAxl
- Electronic signature capture
- Digital image of product in situ & delivery exceptions
- PRIDE trained delivery teams
- Uniformed delivery teams
- Livered vehicles
- Reverse flow management

BENEFITS

Range expansion

Drop Ship Vendors enable retailers to extend product range, generating incremental sales without the need to hold inventory.

Our DSV solution is designed to address the challenges often felt from greater diversity of vendors in a no-touch supply chain model.

Our unique capability and relationship with over 450 DSVs enables us to provide you with:

Consistent delivery experience – nationwide

Product collection from your vendors and injection directly into our network, providing a nationwide and consistent home delivery experience for your customer.

Vendor management and supply chain visibility

From product receipt to delivery into your customer's home, full tracking provided to you as standard for all your vendors.

Single view of the customer

Customer preferred contact method: web chat, SMS, social media, email or phone. All customer interactions are centralised into our Customer Relationship Management system and available to you via our Client Portal.

Customer satisfaction

Providing the gateway from vendor to customer, we inspect packaging and labelling to ensure the purchase arrives in excellent condition, managing any exceptions on your behalf.

2-man home delivery partner of choice for the UK's leading retailers and drop ship vendors.

arrowxl.co.uk



Reverse Flow Management Solutions

Reverse Flow Management Solutions for retailers and drop ship vendors.

Cancellations, product refusals and returns are a fact of life for online retailing. Our Reverse Flow Management Solutions offer a truly end-to-end service, from collection to resale or disposition.

KEY FEATURES

- Returns collection from home or business via Arrow XL 2-man delivery network or parcel and/or pallet carrier of choice
- Full visibility
- Inbound quality inspection
- Product grading
- Product re-work
- Return to stock
- Disposition management
- Reuse/recycle
- WEEE disposal

BENEFITS

Maximise the value of returned product

Because we understand the value of returned product whether for resale, re-work or disposition, your product is handled with care, right from the point of collection.

To help you maximise the value of the returned product, we offer inbound quality inspection, product grading and re-work.

Improve product availability

Utilising our Fulfilment service, we can return A-grade products to stock in our distribution centre. This provides order fulfilment, despatch and delivery management, enabling you to improve product availability.

Cost-effective

Offering the full end-to-end service, from collection to return to stock and disposition, reduces further handling and transportation, lowering your costs against product with a decreasing residual value.

Increase customer loyalty

Prompt collection of unwanted items combined with refunds to customers improves customer convenience and loyalty, as well as releasing available credit for further purchasing.

Environmental policy conformance

We can manage your environmental obligations, organising reuse & recycle and disposal routes with certification, so avoiding further transportation and handling costs.

Going beyond delivery.

arrowxl.co.uk



Warehousing & Fulfilment Solutions

**Tailored logistics solutions designed
around your requirements.**

Our logistics solutions provide your customers with quick and efficient delivery, and you with flexible cost and storage options, faster overall distribution and a consistent home delivery service – nationwide.

KEY FEATURES

- Short- and long-term options
- Variable footprint
- Container de-stuffing
- Inbound quality control
- Inbound exception management
- Full inventory visibility & management
- Product repackaging & relabelling
- Pick and pack
- Order fulfilment
- Home or business delivery & collection management
- Full delivery tracking visibility
- Reverse flow management options

BENEFITS

From port into your customer's home

Our innovative 'port to in-home' solution means that we can manage the full end-to-end journey of your product from arrival into the UK and to the room of choice in customer's homes, as well as providing assembly or installation services to delight your customer.

Simplified supply chain

- Inbound QC and repackaging to ensure your product arrives with your customer in excellent condition.
- Consolidating the warehousing and delivery gets the purchase to your customer quicker – and reduces transportation costs.
- Full visibility of customer order from warehouse to home and Proof of Delivery as standard.
- Home or business delivery management via our Arrow XL 2-man home delivery network or your parcel and/or pallet carrier of choice.
- Just one logistics partner for your warehousing and distribution needs – enabling you to focus on your core activities.

Solutions designed around you

Whether you need a full logistics solution, or short-term warehousing, we work with you to create a service that is tailored around your requirements.



Going beyond delivery.

arrowxl.co.uk

