



  
**arrowxl**  
**platinum**  
home delivery



## Home Delivery Solutions

Our Platinum Delivery Service is ideal for retailers and manufacturers with high value products who want an enhanced customer experience or have a level of complexity to their products.

### PLATINUM SERVICE

This service is designed to offer the highest level of customer interaction, from the moment your customer places their order through to the in-home delivery experience.

Every stage of the solution is individually designed to exceed your customer's expectations and we can capture this customer feedback at the point of delivery.

Wearing shoe-protectors and gloves, our technicians will carefully unwrap and position the sofa in situ. We will dust off the product and arrange the scatter cushions. Taking away the packaging is a given, but we can also remove their old sofa for reuse or recycling.

For greater convenience, our assembly and installation services ensure your customer's new bed frame or wardrobe can be used immediately as we assemble the furniture in their home. There's no further need for tradesmen appointments – our specialist technicians take care of it all in one go, leaving your customer delighted.

Our Platinum service is available to your Drop Ship Suppliers too, providing a consistent, nationwide service across your entire product range. And Platinum can also be delivered via a dedicated service, with your brand represented on uniforms and liveried vehicles, to conurbations where you have the highest penetration or wish to increase brand awareness.

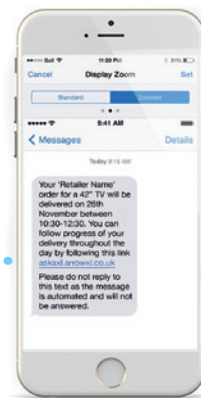
### CHOICE, CONVENIENCE AND CERTAINTY



Our Platinum service allows your customer to choose how we interact with them: SMS, email, phone call or live chat – the choice is theirs.

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

For 'Made to Order' purchases with long lead times, we will keep in touch with your customer throughout their delivery journey and, for their convenience, via their preferred method of contact.

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

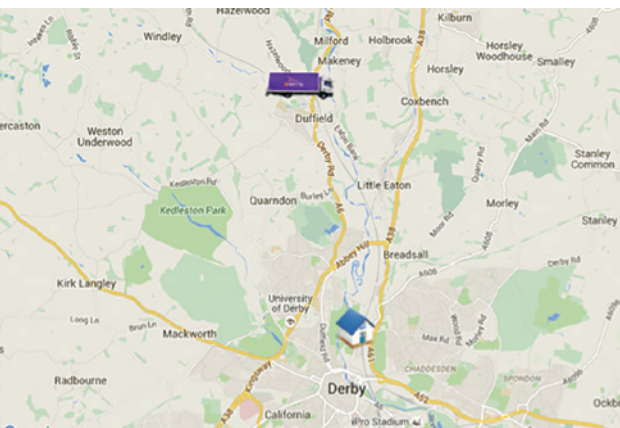




Your delivery crew are **Andrew** and **Stewart**, they are currently delivering number **11** and your order is number **15**

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 commitment is to deliver within the advised delivery slot. Our estimated delivery time is based on current traffic conditions and we will update it as your delivery gets closer.



## Service Proposition



Direct from your Warehouse or Drop Ship Supplier

|                      |  |  |
|----------------------|--|--|
| Weights & Dimensions |  |  <2.6m length<br> <120kg |
| Pre-Delivery         | Packaging inspection on receipt                          | ✓  |
|                      | Product inspection on receipt                            | ✓  |
|                      | Pre-delivery survey                                      | ✓  |
| Delivery Options     | Deliveries   | ✓  |
|                      | Collections  | ✓  |
|                      | Exchanges  | ✓  |
|                      | Same day – by arrangement                                | ✓  |
|                      | Next day   | ✓  |
|                      | 2 day  | ✓  |
|                      | 3 day  | ✓  |
|                      | Customer nominated day                                   | ✓  |
| Delivery Window      | Diary booking service                                    | ✓  |
|                      | 2-hour time window, dynamically reducing to just 30 mins | ✓  |
| Value-added Services | Room of choice   | ✓  |
|                      | Unpack & position  | ✓  |
|                      | Take away packaging                                      | ✓  |
|                      | Wet connect/disconnect                                   | ✓  |
|                      | Integrated appliance installation*                       | ✓  |
|                      | Side by side f/freezer door removal                      | ✓  |
|                      | Light assembly   | ✓  |
|                      | Furniture/flat-pack assembly                             | ✓  |
|                      | Plug & play – TV & peripherals, Wi-Fi                    | ✓  |
|                      | Wall mounting TVs*                                       | ✓  |
|                      | WEEE collection & disposal                               | ✓  |
|                      | Old mattress & upholstery collection & recycling         | ✓  |
|                      | Doorstep discount/allowance                              | ✓  |
|                      | Gas and electric cooker connection*                      | ✓  |
| Branding             | Data collection in home and provided to retailer         | ✓  |
|                      | Arrow XL liveried vehicles                               | ✓  |
|                      | Client liveried vehicles                                 | ✓  |
|                      | Arrow XL uniformed Service Delivery Teams                | ✓  |
|                      | Client uniformed Service Delivery Teams                  | ✓  |

\*delivered by approved partner

Providing your customers with choice, convenience and certainty.

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## KEY FEATURES:

- Specially designed for high value products, which require a high-end service
- Specialist handling, assembly, installation and connection
- Seamless integration into your supply chain
- Flexible customer management throughout the order process
- Enhanced face-to-face customer contact reinforcing your brand
- Best-in-class delivery technicians
- Fully tracked – electronic signature & digital image capture
- AskAxl – dynamic timeslots and visual progress tracking
- Tailored solutions to exceed your customers' needs
- Delivered by a trusted, award-winning business
- Providing your customers with greater choice, convenience & certainty

## Delighting our clients by making customers feel special



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