

# 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.**

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