



LOGISTICS SOLUTION GUIDE:

# What You Should Know About White Glove Delivery

## Build your brand with expert shipping support

Online ordering for high-value products like large televisions or designer furniture is quickly becoming second nature for both consumers and businesses. These products are more labor intensive to transport than typical online shopping's small-parcel shipments, requiring additional shipping care and value-added services such as assembly upon delivery.

White glove delivery provides a solution for big, bulky products that require extra attention. This service offers the highest level of shipping care including unpacking, placement in the desired location, debris removal and assembly — depending on the selected customer experience.

More than just a replacement for traditional shipping methods, white glove delivery is a premium service, providing secure transport for valuable products and extra comfort to the customer. Whether they need assistance with assembly or are looking to save time, customers receive value from white glove services that goes beyond curbside or threshold delivery.

## When Should You Use White Glove Delivery?

**While personalized, transport-through-assembly service might be desired for all shipments, it isn't always practical. Consider white glove delivery options if you are:**

### Shipping Valuable Products

A low-cost folding chair may not require end-to-end transportation support, but you'd likely want additional shipping care for a \$5,000 armchair. For valuable items like consumer electronics, store displays, or high-end furniture, white glove delivery provides a shipping service that matches the quality of the product and meets the recipient's needs. On more expensive items, customers will opt for a higher price if it means secure transport.

### Focusing on Customer Satisfaction

The shipping detail and care that comes with white glove delivery results in an elevated customer experience, making them feel valued and taken care of. Plus, when crews deliver, move and set items up in a recipient's home, it's easier for the consumer to feel satisfied with the purchase. With the product already on display and functioning in their home, the transaction feels more complete.

### Striving for Smooth Customer Experiences

By providing extremely careful handling and rapid transport, white glove delivery services mitigate safety and product integrity issues that would otherwise affect big, bulky shipments. Plus, room-of-choice and assembly services ensure that customers' products are delivered and assembled in the desired location. Enabling a retailer to offer this level of service from a single final mile provider eliminates the need to contract other companies for white glove services, resulting in a streamlined experience for the recipient.

## What to Look for in a White Glove Provider

When it comes to transporting valuable items, you need a logistics provider you can trust. All of them move freight — it's the additional support and services that set companies apart. Look for these key features:



### 01 | Omnichannel services

As customer demand for shipping efficiency grows, many logistics companies now compound additional service offerings. For white glove shipments, it's beneficial to choose a provider with experience servicing all aspects of distribution, from middle mile to final mile to assembly. Rather than hiring separate entities, choosing an omnichannel logistics company that bundles all necessary services to save you time and money.



### 02 | Customer service experience

When you ship high-value items, you want reassurance and support throughout the shipping process. Select a provider with white glove capabilities that emphasizes a commitment to customer care. This includes [home delivery](#) experts in their customer service division that can directly address consumers' concerns. Additional features like online scheduling and dedicated control towers also signal strong customer support.



### 03 | Proactive communication

You shouldn't be left wondering about the status of shipments. Choose a logistics provider with robust communication that becomes an extension of your brand. Reliable communication like email notifications, text alerts, and online customer chat also prevents issues down the line, ensuring all parties are on the same page.

## White Glove Delivery

Depending on the logistics provider, white glove delivery consists of a combination of several distinct services that support shipments. Components of white glove shipments include:

- ✓ Final mile delivery
- ✓ Online scheduling
- ✓ Room of choice
- ✓ Unpacking and assembly
- ✓ Debris removal
- ✓ Reverse logistics
- ✓ Return distribution

## And white glove experts to your team

The customer delivery experience leaves a lasting impression on your company's reputation. For consumers and businesses alike, finding a quality white glove delivery provider makes a difference in the shipping experience. White glove delivery services can increase sales and customer satisfaction, helping reduce returns and order cancellations due to poor delivery experiences.

In addition to being a core component of AIT's specialized home delivery offering, the company provides robust white glove services across other industries including healthcare, hospitality, retail, technology and more. From shipping to assembly, we take care of every aspect for customers across B2B and B2C sales channels with fast delivery, proactive communication and world-class customer service.

## Ready to add white glove experts to your operations? Contact AIT's shipping pros today.

In addition to being a core component of AIT's specialized home delivery offering, the company provides robust white glove services across industries, including healthcare, hospitality, retail, technology and more. From shipping to assembly, we take care of every aspect for customers across B2B and B2C sales channels with fast delivery, proactive communication and world-class customer service. Contact us today for a quote or to learn more.