



LOGISTICS SOLUTION GUIDE:

# What You Should Know About White Glove Delivery and When to Use It

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

White glove delivery provides a solution for 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 arm chair. 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 a great customer experience, making them feel valued and taken care of. Plus, when crews deliver, move and set items up in customers' homes, it's easier for them to feel satisfied with the purchase. With the product already on display and functioning in their home, the transaction can feel more complete.

 **Striving for Smooth Customer Experiences**

White glove delivery reduces safety and product integrity issues that sometimes affect larger shipments, granting items careful handling and quick transport. Plus, room-of-choice and assembly services ensure that customers' products are delivered and assembled in the correct place. This level of service in one place eliminates the need to contract other companies for these steps, checking an item off the recipient's to-do list.

## 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 final mile to assembly. Rather than hiring separate entities, choosing an omnichannel logistics company bundles all necessary services to save you time and money.



### 02 | Customer Service

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 the status of shipments. Choose a white glove delivery service with robust communication that's an extension of your brand. Reliable communication via email or text alerts, online customer chat and other media also helps prevent 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:

- ✓ First and Final Mile
- ✓ Reverse Logistics
- ✓ Return Distribution
- ✓ Installation and Assembly
- ✓ Online Scheduling
- ✓ Room of Choice
- ✓ Unpacking
- ✓ Debris Removal

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. Additionally, white glove delivery services lead to increased sales and higher customer satisfaction, helping dissuade customers from returns and order cancellations at the time of delivery.

AIT Worldwide Logistics provides robust white glove delivery across sectors including residential, healthcare, retail and hospitality. From shipping to assembly, we take care of every aspect for customers across B2B and B2C sales channels. AIT supplements fast delivery with constant communication and engaged customer service.

With dedicated final mile delivery experts for homes and businesses, we ensure the product transportation process is smooth and worry free. From pickup to delivery, we've developed a white glove delivery program trusted to serve companies' unique needs. We provide reliable services that keep both our clients and their customers satisfied.

Looking for a shipping service committed to your satisfaction?  
**Partner with AIT** to benefit from expert white glove services today.