

2-Man Home Delivery Professional. Reliable. Careful.

Delivering your reputation.



Introduction

Poorly managed deliveries cause damage to your customer experience, brand reputation and bottom line.

Our team has over 18 years of experience in delivering furniture and fragile products damage-free. Don't tolerate sub-standard services. Choose Domestic Distribution to be an extension to your business.



2-Man Delivery

We have a variety of services to suit individual customers, consumers and budgets. From our simple 2-Man delivery to full unpack, assemble and waste removal service, we offer modular options for our customers to choose from.

Our focus on careful handling means that we have an exceptionally low damage record, always ensuring a first-time successful delivery. Customers are also able to track their orders, using their unique consignment number.

With full UK coverage, and a 1-5 day delivery time, we aim to provide the smoothest customer journey. Additionally, our customer service support is open throughout the entire process, from purchase to delivery.



1-Man Delivery

Taking on customer feedback, we now provide a 1-Man delivery service for smaller items that require the same amount of care and respect, such as glass, mirrors or artwork.

This ground-floor delivery service is high-level, and we ensure no damage or loss is experienced.

The order tracking, time slot booking and delivery time remains the same as our 2-Man delivery service.

What to Expect

Throughout the Delivery Journey

01

We receive your delivery manifest. This can be done via EDI for larger shipments.

02

Our system sends a notification to the consumer, advising that we've taken ownership of their order and what to expect from us as a service.

03

A delivery date and an approx. 3-hour time slot is sent to the consumer via text and/or e-mail for them to accept or decline.

04

Any declined responses are monitored, so we can capture consumers' delivery needs.

05

At 6pm, prior to delivery, our system sends a reminder text to the consumer, to confirm delivery time.

06

Our drivers give the consumer a standard courtesy call 30 minutes prior to delivery, or up to an hour if preferred.

07

Our drivers carry out the service as required to the highest standard, including delivery and assembly if necessary.

08

The drivers will take an image of the items delivered, which is immediately uploaded to our portal.

Testimonial

We are committed to our vision of customer service excellence, and we love hearing from our happy clients. Here's an example:

We have an excellent working relationship with Domestic Distribution. Our customers regularly feedback that their teams deliver a great experience on the doorstep, and the support teams are helpful and incredibly easy to work with.

Ben Harness, Head of Online

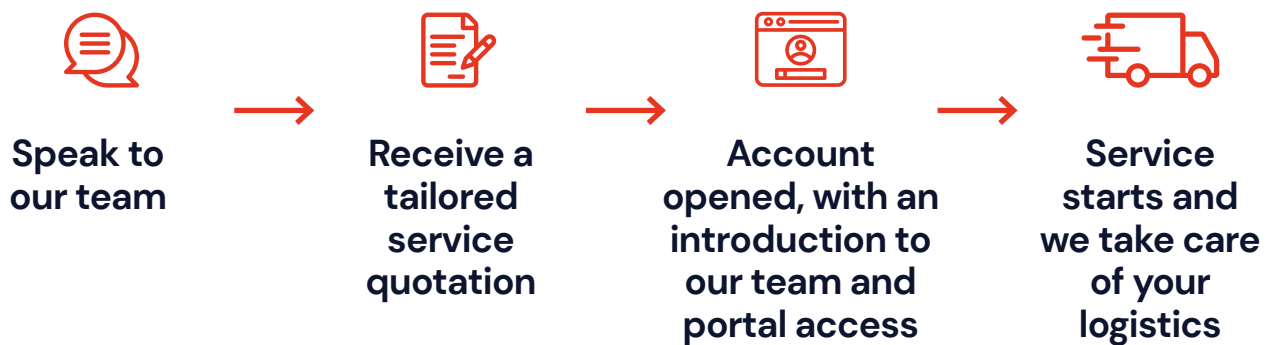


Excellent professional service with first class communication, we are constantly kept up to date due to the efficient systems in place. The delivery teams are also very pleasant.

Mark Dunmore, Operations Manager



We offer a quick and seamless onboarding process



**Let Domestic Distribution
become part of your team!**



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Speak to one of our team