

EXCEPTIONAL RETAIL

HomeNOWsm

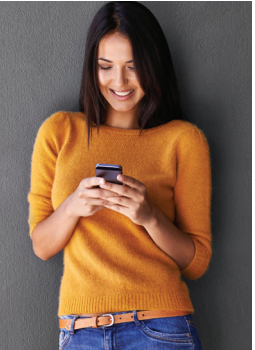
Your product is just what your customer wanted, but a lot depends on how it gets there. If your customers' orders are damaged or late, your relationship with them is at risk...and it's hard to restore their faith in you.

That's why we take our retail shipping so seriously...because we want to keep you as a customer. Our record of

completed deliveries and happy customers is among the best in the industry...with a return rate that is only 0.2%.

We'll ship any product, anywhere—to a store, another vendor or a home. A dedicated customer service team

and instant track-and trace keeps everyone in the loop, too. We've even developed HomeNOW, giving you and your customer confirmed delivery appointments, removal of packaging and guaranteed customer satisfaction. It's the kind of "white glove" service that sets your company apart.



RETAIL

You have corporate personnel, contractors and store employees all on site to ensure your reset, refresh, roll out, peak period surge or grand opening all goes off without a hitch. That is what the EFW retail team specializes in, and why several brick and mortar establishments utilize our expertise and abilities: delivering time sensitive and high value products requires experts that understand the unique intricacies and obligations of retailers.

CONTROL TOWER

The EFW Control Tower creates a quality customer experience throughout the shipment life cycle by utilizing proactive shipment tracking, consistent communication, and resolution to shipment and customer's challenges. What's more you and your customer both have a single point of contact—one phone number or email address at EFW.

So communication with our in-house call center is simple ...and consistent. You and your end customer get the same information, and if there's any client-facing or consumer-facing contact required, it's perfectly in sync. And we have our own team that processes all returns...and handles any issues.

HomeNOW SERVICES

FIRST SERVICE

- "To Door" service, outside residence, ground level as close to main entrance as possible.
- Only one driver is required for most First Service shipments.
- Liftgate is included for shipments with a piece in excess of 125 pounds gross weight.
- Additional labor may be required for First Service with pieces in excess of 150 pounds.

LIFESTYLE SERVICE

- This is "Threshold" service which includes inside delivery of the packaged item through the main entrance (first room only).
- Liftgate vehicle is used as needed, based on the weight and/or size of the piece (unpacking or debris removal not included).
- Lifestyle (One-Man) — Service that can be safely handled by one person for the inside delivery or pick-up.
- Lifestyle (Two-Man) — Service which requires a minimum two-man team for the inside delivery or pick-up.

PLUS SERVICE

- This is "White Glove"— which includes inside delivery to the room-of choice, unpacking and removal of packing material.
- Minor preparation, light assembly or setup.

ADDITIONAL SERVICES

- Automated appointment reminders
- Automated email status updates with final delivery window estimate
- Customer survey/coupons
- Online appointment setting at point-of-sale
- Online shipment tracking
- Service upgrade signature capture



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