

Customer satisfaction. We bring it home.

For brands, making a great product is only the first step. The next is ensuring your product makes it into the hands of your customers—and that can be a trickier journey.

At EFW, we serve as an extension of your brand, treating your business and reputation like our own. We give you the visibility you and your customers need with technology that tracks shipments down to a single order. Then, we back it up by enabling you to instantly leverage the expertise of a centralized customer service team. Our HomeNOW™ service confirms delivery appointments and makes sure your product arrives at its destination in perfect condition.

To ensure industry-leading levels of client satisfaction from the dock to the door, we've adopted the Net Promoter Score. It's how we deliver a higher degree of customer service than any other logistics company—and it's all part of the EFW Experience.

Our home delivery services include:

HOME DELIVERY

- Dedicated concierge call center for residential deliveries
- Deliveries scheduled at point of sale or in transit
- Direct service to all 50 states through our national footprint
- Canadian residential deliveries
- Customizable service options
- Vendor/store/distribution center direct delivery

TECHNOLOGY

- Online scheduling
- On-demand reporting
- EDI/API connectivity
- MyEFW client portal

24/7 CUSTOMER SERVICE TEAM

- 24-hour track-and-trace
- Appointment confirmation
- General inquiries or questions

The EFW Experience

At EFW, the golden rule is our guiding principle. We've worked hard to create an environment that treats our clients, partners, and each other the way we would want to be treated. The EFW Experience is why our Net Promoter Score (NPS) remains high, why our relationships with our partners are strong and steadfast, and why our customers recommend us time and time again. To put it simply, it's about caring—every day, every step of the way.

The EFW Experience is our:

CAPACITY

We've partnered with 10,000+ carriers to bring you the capacity and choice you need. And, our connection to our parent company, Estes Express Lines, brings you access to 230+ terminal locations, 27,000+ trailers, and 8,000+ drivers.

LONGEVITY

When you're in the shipping business, stability is key, and that includes financial stability. Since we were founded in 2003 we've grown every year—expanding our network to deliver better solutions to the customers we serve.

REPUTATION

Our business is backed by a full range of accreditations, and recognized with a wide array of business awards. We take great pride in maintaining a high NPS year after year.

PROCESS

The EFW process enables us to bring customers the most optimal solution for their needs. From discovery, to design and implementation, to in-depth reviews, we work hard to exceed expectations every time.

Let's work together.

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