



White Glove Delivery:

Everything you need to know

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As a business, you know the importance of shipping your products quickly and securely. But what about those times when you need that extra special touch? White glove shipping can provide the perfect service for those high-end or fragile items.

Here is all you need to know about this premium shipping option.



What is white glove delivery?

[White glove delivery](#) is a premium shipping service offering higher care and handling for your products. White Glove shipping services provide additional benefits beyond the basics of delivery. Items can be brought into a home, assembled, and set up for the customer, or the packaging can be removed by delivery professionals depending on the level of service chosen.



What does white glove delivery include?

With this service, your items will be delivered by a trained professional who will take the time to unpack and set up the products at the customer's desired location. For example, if you are shipping a piece of furniture, the delivery person will not only bring it into the customer's home but also set it up in the room of their choice and do any light assembly required.

"White Glove" delivery can entail many different services. This can mean moving the product to the customer's "Room of Choice," "Package Removal," or "Light Assembly" of products.

This system contrasts standard shipping services, which generally drop off a box at your doorstep.

What is the difference between popular shipping methods?

There are three types of common delivery services: standard, threshold, and white glove. Here is a quick breakdown of each:

- Standard delivery is the most basic form of shipping. This option will deliver your items to your doorstep with no special handling.
- Threshold delivery is a step up from standard shipping. With this service, your items will be brought to the first dry spot of a home or in the lobby of a condo.
- White glove delivery is the highest level of care and handling for your products, which we will discuss in more detail below.

Top features of white glove delivery

White glove delivery is a shipping service distinguished by the care and handling given to the shipped items. Each provider of white glove delivery will have unique offerings, but all will meet a high standard of excellence. But what are the features that set white glove delivery apart?

Customized packaging

Not every item is suitable for standard boxes and packaging. With white glove shipping, your items will be carefully packed and cushioned to ensure they arrive in perfect condition. By accounting for size, weight, and fragility, your items will be better protected against damage during transit.

From custom boxes to corrugated padding and beyond, your packaging will be designed specifically for your product. This customization reduces the risk of damage and makes your items more likely to arrive safely at their destination.

Careful handling

When it comes to white glove delivery, no detail is too small. From when your products are picked up until they are delivered to your customer's desired location, they will be handled with the best practices. Best practices include proper lifting and carrying techniques, double-checking addresses, and delivery instructions.

Even the delivery vehicle is carefully chosen to ensure a smooth ride for your items.

Hassle-free set-up

White glove services aim to make your customer's life easier, including taking care of the set-up for them. Whether assembling a piece of furniture or connecting your new TV to power and Wi-Fi, the delivery team will take care of everything, so the client does not have to lift a finger.

After the installation is complete, the team will walk recipients through how everything works and answer any questions they may have. Finally, they will clean up any packaging and debris before leaving the client's home exactly as they found it.



Premium customer service

White glove delivery provides exceptional and premium service, from the initial consultation to the final delivery. The delivery team will work hard to exceed expectations at every turn.

They provide regular updates throughout the shipping process, so you always know where your product is and when it will be delivered to the recipients. And if something goes wrong, the team will work quickly to resolve the issue and get your product delivered as soon as possible.

The delivery agent will always be professional and courteous, taking good care of your product. These punctual and well-dressed professionals treat customers with the utmost respect, providing an exceptional experience from start to finish.

Top benefits of white glove delivery

Now that we have gone over some of the standout features of white glove delivery, let's take a closer look at its benefits. Remember that this premium service will come at a higher cost than standard shipping, but here is why it could be worth the investment:

Better customer experience

White glove services are all about providing an exceptional customer experience. This heightened level of service is designed to make your customers feel valued, respected, and cared for from start to finish.

This positive experience will remain long after the delivery is complete, leading to increased customer satisfaction and loyalty.



Peace of mind

As for you, the business owner, white glove delivery can help reduce the risk of damage to your products. By working with a reputable company that specializes in this type of shipping, you can have peace of mind knowing that your products are in good hands.

What's more, if something goes wrong, most delivery companies will have insurance to cover the cost of repairs or replacement. This added protection can offer extra comfort when shipping high-value or delicate items. Thus, you can save your bottom line with white glove shipping.

Reliable service

Similarly, you can depend on white gloves to provide a reliable service. It is essential if you are shipping time-sensitive items or need to meet a tight deadline. It would help if you had someone you could count on every time, and that's precisely what you will get with a white glove delivery service.

When you work with white glove companies, you can expect punctual and professional service for every job. Tracking information is available every step so that you can always stay up to date on the whereabouts of your product.



Wider customer appeal

To stay competitive, it is crucial to offer the same level of convenience and service that customers have come to expect from big-name retailers.

And by offering white glove services, you can do just that. This premium shipping option will not only help you appeal to a broader range of customers, but it will also help you increase referrals.

Competitive edge

White glove delivery could be the answer if you're looking for a way to give your business a competitive edge. In today's market, customers have more choices than ever before. So, you must find ways to stand out from the crowd.

One way to do this is by highlighting your unique selling points, such as your commitment to providing an exceptional customer experience. And what better way to showcase this commitment than by offering white glove delivery?

By going the extra mile for your customers, you can show that you genuinely care about them and their satisfaction. This personal touch can make all the difference in winning over new business and keeping your existing customers happy.

Enhancing brand image

As the positive reviews start rolling in, your brand's image will inevitably improve. Customers will associate your company with quality service and exceptional products. And as your brand's image improves, so too will its reputation. This, in turn, will lead to even more customers flocking to your business.

Before you know it, you will have a juggernaut of a brand on your hands. And it all started with white glove delivery and a good product.

Smoother returns

White glove delivery can also help smooth out the returns process. Returns are an inevitable part of doing business. But they do not have to be a nightmare. By working with a white glove delivery company, you can streamline the returns process and make it as hassle-free as possible for your customers.

Like they will handle the initial shipping and delivery, most white glove companies will also manage the return shipping. They will pick up the item from your customer's home and bring it back to you in pristine condition. This convenience is sure to win over even the most skeptical of customers.

Boosted revenue

All these factors add up to one thing: increased revenue. By offering white glove delivery, you can attract new customers, appeal to a broader range of people, and improve your brand's image. All of which will lead to a healthy boost in sales and revenue.

What products are best shipped with white glove delivery?

Although white glove delivery can be used for any product, some items are better suited for this type of shipping. These include:

Medical and lab equipment

When it comes to medical and lab equipment, precise handling is crucial. Even minor damage can render the equipment useless, so you must ship these items through a company you can trust.

For example, microscopes should never be dropped or swung around, as this can cause delicate mechanisms to break.



Home appliances and furniture

Home appliances and furniture are often large and made of tissue or wood that can easily be damaged. That can make shipping them challenging, as you do not want them to get dented or ripped in transit.

Most customers prefer having these items assembled, which is why white glove delivery is a great option.



Automotive and aviation

Auto and aviation parts are often expensive and delicate. Due to the nature of these items, delivering a faulty part could have disastrous consequences. In some cases, like engines, the pieces are extremely heavy and delicate, making them difficult to ship without professional help.

That is why it is always best to err on the side of caution and ship these items via white glove services.



Fitness and sports equipment

Are you selling treadmills, free weights, or other fitness equipment? Then you will need to consider white glove delivery. These items are heavy, difficult to assemble and require professional help. By opting for white glove shipping, you can sell “the home gym of your dreams” to your customers instead of just fitness equipment. It will all be set up for them.

Regarding sports equipment, many items are delicate and require special care. For example, golf clubs can be easily damaged if they are not protected during shipping. And baseball bats can crack if they are not handled with care.



Manufacturing equipment

Finally, if you are in the business of selling manufacturing equipment, then you will need to consider white glove services. These items are often huge, bulky, and delicate. In some cases, they may even require special permits for shipping.



White glove delivery costs

While white glove delivery offers several advantages, it is essential to remember that this type of shipping is not free. The good news is that the cost is often worth it, as it is more than offset by the benefits. Pricing also depends on many factors, which might enable you to get away with a lower cost than you initially thought.

Location and distance

The first thing to consider is your location and the distance you will be shipping. If you are shipping locally, then the cost will be lower than if you are shipping internationally. Local shipments are cheaper and faster, which keeps the overall cost down. The same rule applies to distance.

Delivery speed

The next thing to consider is the speed of delivery. You'll have to pay a premium if you need your items delivered overnight. However, if you are not in a rush, you can opt for a slower (and cheaper) shipping option.

White gloves usually take 1-2 days longer than standard shipping. So, if you are not in a hurry, you can save money by choosing a slower shipping option.

Product specifications

Another critical factor to consider is the size and weight of your items. Larger and heavier items will cost more to ship than smaller and lighter items. They take up more space and require more resources to move.

You will also need to consider the packaging if you are shipping multiple items. If your items can be sent in one box, then the cost will be lower than if they need to be shipped in multiple packages. Finally, you will also need to consider the fragility of your items. The price will increase if your items are delicate, dangerous, or require special care.

Any special handling or considerations

Some items require more care than others. For example, art needs to be packed in a certain way to avoid damage. If your items require special handling or considerations, you must factor that into the cost.

Optional add-on services

In some cases, you may be able to add optional services such as "Room of Choice" and "Package Removal" to your white glove delivery service.

For example, a popular add-on is "assembly," which can be especially useful if you sell large or complex items.

Keep in mind that these add-ons might increase the cost of your shipment, but they may also be included in some packages. It all depends on your chosen company and its policies.

How to avail white glove service?

So, you have decided that white glove delivery is the correct shipping option. But how do you avail of this service? The first step is to find a shipping company that offers [white glove services](#) with all the features you need. They should have a reliable network of drivers and a good record for delivering items on time.

Once you have found a shipping partner you are happy with, the next step is getting a quote. It will give you an idea of how much it will cost to ship your items. Ensure to include all the relevant information, such as the size and weight of your items, location, and the distance you will be shipping.

Finally, you can decide whether to go ahead with the shipment. If you are happy with the price, proceed with booking your shipment. And that is it! You can sit back and relax while your items are shipped safely to their destination.

In conclusion, white glove delivery is a great shipping option for those who need their items to be handled with care. It is a bit more expensive than standard shipping, but it is worth it for those who need extra peace of mind. With the right shipping partner, you can deliver a premium experience to your customers and keep them returning for more business with you!



The Freight Club Advantage

Freight Club is a leading end-to-end shipping platform that helps retailers effortlessly manage everything from booking and tracking to complete claims management and shipping protection with zero subscription fees.

As part of Cymax Group Technologies, a leading eCommerce technology and services provider in the furniture industry since 2004, we offer retailers enterprise rates with no volume restrictions with up to 7 levels of LTL drop shipping services, from back of truck to white glove light assembly, across the U.S.

Our extensive carrier network provides furniture retailers with 40+ pre-vetted carriers to build a customized carrier mix for their specific products and needs. Our intuitive analytics dashboard gives retailers complete visibility of their shipping data, including carrier transit times, damages, and overages, helping them make fast, informed decisions based on real-time data and analytics at no additional cost.

Our team of logistics experts provide personalized support to our retailers, helping them optimize their shipping strategy, manage their claims process and ensuring that our customers have a smooth shipping experience at Freight Club.

Trusted by thousands of retailers, Freight Club has been proudly planting trees across the United States, promoting clean air, clean water, and the prosperity of biodiversity - at no cost to our customers or carriers.



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