

How to Set Up White Glove Delivery in the USA: A Guide for Brands and Retailers

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Selling furniture, fitness equipment, appliances, medical devices or anything big and expensive? Your customers judge the whole purchase by the delivery. White glove delivery is how you get it right.

This guide shows manufacturers, retailers and e-commerce brands how to set up white glove delivery across the USA, step by step.

1. Decide which service levels you will offer

- Curbside: the item is unloaded at the curb or driveway.
- Threshold: brought to the first dry area inside the door or garage.
- Room of choice: carried to the room the customer picks.
- White glove: room of choice plus unpacking, assembly or installation, placement and debris removal.
- Add-ons: haul-away of the old item, stairs, long carry and extra crew members.

Most brands offer two or three levels and let the customer choose at checkout.

2. Know your products

List every product with its packed dimensions, weight, how it is packaged and how long assembly or installation takes. This tells you how many people each delivery needs, what truck you need and how to price it.

3. Build your delivery network

You can run your own trucks and crews or work with a white glove carrier. Most brands shipping nationwide use a hub model:

1. Linehaul freight from your plant or warehouse to regional hubs.
2. Receive, inspect and store the items at the hub.
3. Schedule the customer and deliver with local two-person crews.

This keeps long-haul costs down and puts trained crews close to your customers.

4. Set delivery standards

- Appointment windows and a call-ahead before arrival.

- Two-person crews in uniform, background-checked and drug-screened.
- Floor and doorway protection, shoe covers and a clean workspace.
- Assembly or installation to your instructions, then a final walk-through with the customer.
- Proof of delivery with photos and the customer's signature.
- Packaging and debris removed.

5. Plan receiving and storage

Have items inspected for damage when they arrive at the hub, not at the customer's door. Storage near your customers lets you hold inventory and deliver fast when orders come in.

6. Price it

Common models are a flat rate per item, a rate by weight and distance zone, or a rate per service level. Spell out accessorial charges such as stairs, long carry, installation and haul-away so there are no surprises.

7. Have a damage and claims process

Confirm your carrier's insurance coverage. Decide ahead of time who inspects damage, how fast a replacement or repair goes out, and how claims are filed and paid.

8. Plan for returns

Big items get returned too. Set up reverse logistics: pickup from the customer's home, return to a hub, inspection, and then restock, refurbish or liquidate.

9. Launch, then scale

Start with a pilot in one region. Track on-time delivery, damage rate and customer reviews, fix what breaks, then roll out to more regions.

Launch checklist

- Service levels and add-ons defined
- Product list with dimensions, weights and assembly times
- Carrier or crews chosen and hubs set
- Delivery standards written down
- Receiving, inspection and storage plan
- Pricing and accessorial charges published
- Insurance, damage and claims process
- Returns and haul-away process
- Pilot region picked and measurements set

Why Professional Moving Solutions

- Professional Moving Solutions delivers white glove and last mile service nationwide.
- Curbside, threshold, room-of-choice and full white glove delivery with assembly, installation and debris removal.
- Background-checked, drug-screened crews with on-site supervisors and daily crew audits.
- Receiving, storage, warehousing for rollouts, reverse logistics and haul-away.
- Available 24/7.

Get a free quote

Call (866) 216-7742 or request a quote online:

<https://www.professionalmovingsolutions.online/#quote-form>

Have ready: Pickup and delivery ZIP codes, the items and how many, dimensions and weight, photos, the service level you need and your requested dates.

This guide is general information for planning a white glove delivery program.