SAFLI

SPECIALIST ASSEMBLY, FURNITURE LOGISTICS, INSTALLATION

COMMERCIAL CAPABILITY PROFILE | 2026

Your furniture delivery partner, ready when you need us.

Subcontracted two-person home delivery, furniture logistics, room-of-choice services, assembly, installation and customer returns.

TRIAL DELIVERIES • TEMPORARY COVER • REGULAR ROUTES • LONG-TERM PARTNERSHIPS

Prepared for retailers, manufacturers, e-commerce brands, warehouse managers, distribution teams and procurement professionals.

01 / THE PROPOSITION

A delivery partner that represents your brand.

SAFLI Ltd supports businesses that need dependable capacity beyond their own warehouse, fleet or employed delivery teams. We operate as an extension of your customer experience, not simply a vehicle provider.

WHO WE WORK WITH

Furniture retailers & showrooms

Home delivery from stores or central distribution points, including larger or awkward items.

Manufacturers & wholesalers

Final-mile distribution, trade deliveries, retailer replenishment and planned collection programmes.

E-commerce & marketplace brands

Booked customer deliveries, room-of-choice services, assembly options and returns.

Warehouses & 3PL operators

Overflow capacity, scheduled routes, loading support and delivery partner coverage.

WHAT WE AIM TO SOLVE

- A delivery backlog, seasonal peak or route that your in-house operation cannot cover.
- A specialist two-person requirement that is unsuitable for a standard parcel courier.
- A need for one-off support without committing to a full-time delivery resource.
- A requirement for a consistent partner with clear instructions, accountability and professional customer contact.

Start with a single delivery or trial route. Agree the scope, standards and price before extending the relationship.

02 / SERVICE PORTFOLIO

One partner. Multiple delivery requirements.

Our services can be used individually or combined into a managed route. Every job is scoped around the product, access, customer requirements and agreed handling instructions.

Two-person home delivery

Bulky sofas, beds, wardrobes, dining sets and other items that need planned two-person handling.

Room-of-choice delivery

Move suitable items into the customer's nominated room, subject to safe access and handling conditions.

Assembly & installation

Agreed flat-pack and furniture assembly, positioning and finishing checks within our agreed competence and scope.

Appliance delivery & positioning

Two-person transport and positioning of suitable large domestic appliances, with specialist connections separately agreed.

Collections & returns

Customer returns, exchanges, failed-delivery recovery, packaging checks and warehouse handbacks.

Route & overflow support

Regular subcontracted rounds, temporary demand cover, regional delivery blocks and ad-hoc work.

Trade and B2B deliveries

Deliveries to retail premises, trade customers, hospitality, office and other commercial sites.

Special-handling requests

Bulky, awkward, fragile or high-value items assessed individually for equipment, access and risk.

Services are confirmed in writing for each programme. We do not assume that assembly, connections, waste removal or specialist lifting are automatically included.

03 / FINAL-MILE

Two-person home delivery, properly planned.

Large-item delivery is where customer impressions are made. We focus on preparation, safe handling and a courteous doorstep-to-room experience.

A DELIVERY SERVICE BUILT AROUND YOUR CUSTOMER

- Pre-agreed collection point, route, delivery window and item list.
- Two-person handling for agreed products and access conditions.
- Loading and securing goods appropriately for transport.
- Careful movement through permitted access routes, including stairs where assessed safe and agreed.
- Placement at the agreed delivery point, including room of choice when included.
- Customer-facing communication, proof-of-delivery requirements and exception reporting agreed with your team.

PRODUCTS WE CAN DISCUSS

Living room

Sofas, armchairs, recliners, coffee tables, TV furniture and occasional pieces.

Bedroom

Beds, mattresses, wardrobes, drawers, bedside units and bedroom sets.

Dining & office

Tables, chairs, cabinets, desks and suitable office furniture.

Specialist orders

Large or delicate products assessed for size, weight, access and handling needs.

We confirm dimensions, access restrictions and any lifting or specialist handling requirements before accepting unusually challenging deliveries.

04 / APPLIANCE PARTNERS

Large appliance delivery and handling.

For appliance retailers, distributors and warehouse teams, SAFLI can discuss the two-person transport, delivery and positioning of selected bulky domestic appliances.

TYPICAL DELIVERY REQUIREMENTS

- Refrigerators, fridge-freezers, washing machines, tumble dryers, dishwashers and similar large items.
- Collection from a nominated warehouse, depot or trade location.
- Planned handling and positioning at the customer’s property.
- Where agreed, collection of a disconnected old appliance or return item.
- Recording delivery exceptions, visible packaging damage or customer access issues.

IMPORTANT SCOPE DISTINCTIONS

Delivery & positioning

Can form part of a two-person service following an access and handling assessment.

Connections / disconnections

Electrical, plumbing, gas and integrated-appliance work is not included unless explicitly contracted and performed by appropriately competent or authorised personnel.

Old-appliance removal

Subject to the agreed collection scope, waste arrangements and relevant documentation.

Product-specific procedures

We follow agreed handling instructions, including upright transport requirements or manufacturer restrictions where applicable.

We will not represent an appliance delivery as a specialist installation or gas/electrical connection service unless that capability and responsibility have been verified and agreed.

05 / INSTALLATION

Assembly, placement and finishing support.

Customers often need more than a delivery to the door. Where specified, SAFLI can combine the delivery with furniture assembly and room set-up.

SCOPE OPTIONS

- Unpacking and inspection for readily visible transit damage under an agreed procedure.
- Assembly of suitable flat-pack or pre-fabricated furniture using supplied components and manufacturer instructions.
- Bed frame, table, cabinet and similar furniture assembly where agreed and appropriate.
- Placing and aligning furniture in the nominated room.
- Repacking, removal or return of packaging only if expressly included.
- Documenting missing components, manufacturing defects or assembly exceptions.

WHEN WE REQUIRE ADDITIONAL AGREEMENT

Fixings and wall mounting

Wall fixing, drilling, anchoring and structural work require specific assessment, suitable competence and written authorisation.

Specialist products

Complex mechanisms, integrated fittings, electrical components or unusual weights require product information and approval.

Customer property

Floor, wall and doorway protection approaches are agreed according to site conditions and service tier.

Completion evidence

Photographs, checklists or customer sign-off can be built into an agreed delivery process.

The precise installation specification is agreed per product line. We do not assume that every item is suitable for assembly on arrival.

06 / WAREHOUSE & RETURNS

Warehouse collection, exchanges and returns.

Warehouse and distribution managers need predictable handovers. We can support collections, re-delivery, exchanges and goods returning to stock or designated holding points.

COLLECTION & HANDOVER

- Pre-booked vehicle arrival and collection slots.
- Consignment and item-count confirmation against the supplied manifest.
- Visual condition or packaging observations at collection where required.
- Load order and segregation aligned to the agreed route.
- Signed or digital handover records as specified by the client.

AFTER THE DELIVERY

- Returns and exchanges scheduled into compatible routes.
- Non-delivered goods managed under an agreed return-to-depot process.
- Photographic evidence of reported damage or discrepancies where required and authorised.
- Clear exception reporting for access failures, customer absence, shortages or refusal of goods.

WAREHOUSE PARTNERSHIP OPTIONS

Regular uplift

Repeated collections from the same depot on an agreed schedule.

Overflow relief

Additional route capacity when volume exceeds normal fleet availability.

Recovery work

Failed delivery recovery, returns or exchange activity subject to scope.

Ad-hoc movements

One-off consignment moves, store-to-store work and special projects.

We can align with your warehouse booking windows, consignment systems and paperwork where agreed during onboarding.

07 / FLEET & CAPABILITY

Vehicles matched to the work - not the other way around.

SAFLI can discuss suitable van-based delivery capacity, including Luton-type vehicles and tail-lift requirements. Final allocation depends on confirmed availability, load characteristics and operational suitability.

CAPACITY PLANNING

- Vehicle type chosen for goods dimensions, total weight, access and route conditions.
- Two-person crew allocation for accepted two-person work.
- Suitable load restraint, protective equipment and handling aids planned for the assignment.
- Tail-lift requirements discussed before booking; no assumption that every allocated vehicle has one.
- Additional crews or multi-vehicle support discussed for larger or multi-drop programmes, subject to availability.
- Loading plans account for volumetric space and legal payload limits.

WHAT WE NEED BEFORE QUOTING

The goods

SKU descriptions, measurements, packed weight, quantity, fragility and any specialist instructions.

The route

Collection depot, delivery postcodes, stop count, service windows and expected mileage.

The property

Stairs, lift, parking, loading restrictions, access size and delivery-floor requirements.

The service level

Threshold or room-of-choice, assembly, returns, POD, customer communication and exception rules.

We confirm the vehicle specification, service scope and operating limits in the commercial agreement for each route or programme.

08 / GEOGRAPHIC COVERAGE

Midlands-based. UK delivery opportunities.

Our core operating focus is the Midlands, with longer-distance and nationwide delivery assignments considered according to route viability, availability and client requirements.

CORE MIDLANDS OPERATING AREA

- Leicester, Leicestershire and surrounding distribution corridors.
- Nottingham, Nottinghamshire, Derby and Derbyshire.
- Birmingham, Coventry, Warwickshire and the wider West Midlands.
- Northamptonshire, Lincolnshire, Staffordshire and neighbouring areas.

WIDER UK COVERAGE

For planned runs, regional expansion, inter-depot work and longer-distance deliveries, we can discuss collections and destinations elsewhere in England, Wales and Scotland. National coverage is assessed and priced by route rather than promised as unrestricted same-day availability.

FLEXIBLE ENGAGEMENT MODELS

Trial delivery / trial route

A defined pilot with a clear service specification and feedback review.

Ad-hoc bookings

Individual delivery assignments when extra capacity is needed.

Temporary / seasonal cover

Short-term support for peaks, promotions, absence or operational backlogs.

Regular contracted routes

Agreed days, delivery areas, service standards and commercial terms for repeat work.

One route, one day per week or a wider ongoing arrangement: tell us what capacity you need and we will assess the best fit.

09 / CUSTOMER JOURNEY

A practical process from depot to doorstep.

Clients should know how work is accepted, delivered and closed out. The following is our proposed operating framework, tailored to each customer's workflow.

01 ENQUIRY & SCOPE

Share the route, product profiles, volumes, service level and required date. We assess suitability, access and capacity.

02 QUOTATION & CONFIRMATION

We agree a written scope, price basis, operational responsibilities, exceptions and any agreed service standards.

03 PRE-ROUTE BRIEF

The team receives the delivery manifest, contact procedure, route order, safety/access notes and any installation requirements.

04 COLLECTION & LOAD CONTROL

Goods are checked against the handover information and loaded and secured for the planned journey.

05 DELIVERY & CUSTOMER EXPERIENCE

The crew follows the agreed service tier, records the required delivery evidence and reports issues through the nominated channel.

06 CLOSE-OUT & REVIEW

Completed work, exceptions, returns, invoice data and service feedback are reconciled to the agreed process.

We adapt to your preferred point of contact, route sheets, evidence requirements and escalation process where operationally feasible.

10 / CARE & ACCOUNTABILITY

Protection, exceptions and claims handling.

We recognise that delivery partners are trusted with both valuable goods and customer relationships. Protection starts with an accurate brief and clear responsibilities.

A DISCIPLINED HANDLING APPROACH

- Load items in an appropriate sequence, with restraint and separation where required.
- Use suitable handling aids and protective materials specified for the task.
- Check reported visible damage or packaging concerns at agreed handover points.
- Avoid proceeding with unsafe access or manual handling conditions; escalate instead.
- Record damage allegations and supporting evidence promptly and factually.

INSURANCE & RESPONSIBILITY

Relevant business, motor and goods-related insurance requirements must be agreed before work begins. Where a client requires goods-in-transit, public liability, employers' liability or other cover, the applicable policy evidence, limits, excesses and exclusions should be reviewed during onboarding. Insurance availability and suitability are subject to confirmation; this document is not an insurance certificate or a promise of unlimited cover.

HOW CLAIMS ARE HANDLED

- Report and document the incident as soon as practicable.
- Retain relevant delivery, item-condition and customer evidence.
- Follow the agreed written claims, notification and investigation procedure.
- Apply the signed contract, applicable law and insurance terms to liability; no automatic assumption of compensation or fault.

Clients can request the relevant documentation and agree a clear claims and damage protocol before a trial or live route.

11 / QUALITY & SAFETY

Professional standards that can be measured.

We aim to work to the service standards of each business we support. Specific KPIs, reporting frequency and remedies are set out in the agreed contract, not assumed.

OPERATIONAL EXPECTATIONS

- Clear route acceptance, accurate scheduling and timely exception escalation.
- Appropriate conduct at customer homes and professional representation of the client.
- Goods handling and manual-handling controls appropriate to the product and task.
- Careful treatment of customer information and limited use of delivery data.
- Compliance with road traffic rules, vehicle weight restrictions and site instructions.
- Escalation rather than improvisation where access, safety or installation conditions differ from the brief.

KPIS WE CAN DISCUSS

On-time performance

Arrivals against agreed delivery windows and communication of route delays.

First-time completion

Completed deliveries and reasons for failed or partially completed stops.

Damage / incident reporting

Consistent recording, prompt notification and evidence-based investigations.

Customer experience

Complaints, compliments, feedback trends and agreed service-review actions.

For larger programmes we can agree a pilot scorecard and review performance together before increasing volume.

12 / COMMERCIAL ARRANGEMENTS

Commercial terms built around your operation.

We do not offer a misleading one-price-fits-all rate card. Pricing is shaped by route density, service time, item complexity and the delivery standard your brand requires.

PRICING STRUCTURES AVAILABLE TO DISCUSS

Per delivery / per stop

Appropriate for repeatable profiles with an agreed service definition.

Half-day / full-day crew

Suitable for planned shifts, dedicated service windows or temporary coverage.

Per route / multi-drop

Defined depot, delivery area, anticipated number of stops and operating hours.

Project / ongoing contract

Custom pricing for recurring lanes, installations, returns or special handling.

WHAT A QUOTE WILL SET OUT

- Included crew, vehicle type, working hours, geography and delivery service level.
- Stop-count or volume assumptions, mileage, minimum charges and any waiting time.
- Assembly, stairs, additional handling, returns and redelivery rules where relevant.
- Cancellation, failed-delivery, access and customer-not-home procedures.
- Invoicing frequency, payment terms, review points and contract duration.

NO SURPRISES BY DESIGN

We aim to agree the commercial assumptions before dispatch. Where actual delivery conditions differ materially from the agreed scope, our team seeks an authorised decision before proceeding with chargeable extras wherever practicable.

Send us a sample route, a day’s delivery manifest or your service specification and request a tailored commercial proposal.

13 / ONBOARDING

A straightforward way to start working together.

Whether you have a single urgent delivery or are appointing an ongoing contractor, we can work through a practical onboarding checklist before live operations.

CLIENT / SAFLI AGREEMENT CHECKLIST

- Named contacts for operations, escalation, accounts and contract management.
- Locations, opening hours, vehicle access, loading rules and collection cut-offs.
- Service standards: delivery tiers, customer notifications, POD and reporting.
- Product handling instructions, assembly boundaries and safety restrictions.
- Required credentials and applicable insurance evidence reviewed and accepted.
- Data handling, confidentiality, customer contact and document-retention expectations.
- Rates, invoices, payment terms, contract variations and cancellation process.
- Pilot scope, success measures, go-live approval and review date.

START SMALL, THEN SCALE

01 Discovery call

Explain your current delivery model, pain points and upcoming demand.

02 Pilot quotation

Agree a trial route or delivery with a transparent specification.

03 Trial execution

Run the agreed pilot, capture outcomes and resolve exceptions.

04 Partnership review

Decide whether to proceed with ad-hoc work, seasonal cover or regular routes.

SAFLI will not represent services, registrations or cover as approved until the appropriate documents have been checked and accepted by your business.

14 / PROCUREMENT QUESTIONS

Common questions, answered clearly.

Questions we expect from procurement, logistics and warehouse teams before appointing a delivery contractor.

Can you undertake a single trial before a longer commitment?

Yes. We welcome a defined paid pilot delivery or route, with clear scope, rates and evaluation criteria agreed beforehand.

Can you support urgent or temporary demand?

We can assess short-notice, peak-season and sickness-cover requests. Acceptance depends on crew, vehicle and route availability.

Do you offer permanent or dedicated routes?

We are open to discussing regular contracted routes and longer-term subcontracting arrangements, with agreed schedules and performance standards.

Can your crews assemble furniture or handle appliances?

Selected furniture assembly and large-appliance delivery/positioning can be included when properly scoped. Regulated connections or specialist installation work are excluded unless expressly agreed and appropriately authorised.

Can you provide insurance and compliance documents?

We can discuss the documentation your procurement process requires and provide available, current evidence for review before work starts. Specific insurance limits and activity coverage must be confirmed.

Will you work under our brand and processes?

We can discuss customer-facing scripts, proof-of-delivery, reporting, branding protocols and operational instructions for each account, subject to written agreement.

Can you quote from a delivery manifest?

Yes. Product descriptions, weights, delivery postcodes, service requirements, volumes and access information allow us to prepare a more reliable quotation.

15 / NEXT STEP

Let us earn the next route.

If you manage distribution, warehouse operations, outsourced deliveries or supplier procurement, SAFLI would welcome a direct conversation about where we can add value.

REQUEST A TRIAL, TEMPORARY COVER OR A REGULAR ROUTE

Tell us the depot location, delivery areas, item types, expected stop volumes, service level and likely start date. We can discuss an initial commercial assessment and the next steps for a pilot.

TRIAL DELIVERY

Test our fit on one defined customer delivery or a small pilot route.

TEMPORARY CAPACITY

Discuss peak cover, route backlogs, absence or project demand.

RECURRING ROUTES

Explore planned weekly work, multi-drop rounds and ongoing subcontracting.

PARTNERSHIP DISCUSSION

Speak with us about integrating SAFLI into your delivery network.

CONTACT SAFLI LTD

0333 404 6683

operations@safli.co.uk
www.safli.co.uk

Partner with SAFLI. Let’s discuss your next trial route, overflow requirement or longer-term furniture delivery contract.

This capability statement is an introduction to services available for discussion, not a binding quotation, representation of insurance cover or commitment to accept any specific route. Services, availability, documentation and commercial terms are agreed separately.