SAFLI

SPECIALIST ASSEMBLY, FURNITURE LOGISTICS, INSTALLATION

DELIVERY SERVICES GUIDE | 2026

Specialist delivery. Carefully planned. Professionally handled.

A clear guide to SAFLI Ltd’s two-person delivery, room-of-choice placement, furniture assembly, warehouse logistics and flexible distribution services for commercial clients.

TWO-PERSON DELIVERY • ASSEMBLY • LOGISTICS • RETURNS

For furniture brands, manufacturers, warehouse managers, appliance distributors and logistics operators across the Midlands and UK.

01 / SERVICES AT A GLANCE

Delivery support built around the product.

SAFLI provides more than transport from one postcode to another. We help businesses coordinate bulky-product deliveries around handling, site access, the customer experience and the agreed level of service.

WHERE SAFLI FITS

A standard pallet or parcel network is not always designed for a sofa, wardrobe, dining set or bulky appliance. Many deliveries need a two-person crew, careful positioning, reliable customer communication or installation-related support. We help fill that operational gap.

Furniture brands and retailers

Customer home deliveries, selected premium services, returns and extra capacity for busy trading periods.

Warehouse and transport teams

Booked collections, scheduled dispatch, multi-drop routes and support when fleet capacity is stretched.

Manufacturers and distributors

Delivery options for bulky products, showroom supply, trade orders and difficult final-mile requirements.

Appliance businesses

Two-person transport and placement of suitable bulky appliances, with connection work separately scoped.

THE PRINCIPLE

Every booking should specify the product, collection point, delivery address, service tier, access conditions, scheduling requirements and the records required at completion.

> **Your products. Your customers. Our delivery team. One clearly agreed service from collection to completion.**

02 / TWO-PERSON DELIVERY

Two-person delivery that works in the real world.

Bulky goods often need coordinated handling rather than a lone driver. SAFLI offers planned two-person support for suitable items, with the service matched to the job.

TYPICAL PRODUCTS

- Sofas, chairs, recliners, sectionals and upholstered furniture.
- Beds, mattresses, headboards and bedroom furniture.
- Tables, sideboards, shelving and selected cabinet furniture.
- Suitable bulky domestic appliances and large boxed products.
- Trade, showroom and display furniture where safe handling can be arranged.

WHAT A DELIVERY BRIEF SHOULD COVER

Product information

Dimensions, approximate weight, packaging, fragility and any handling instructions.

Access assessment

Parking, stairs, lifts, door widths, tight turns and restrictions at the premises.

Delivery level

Doorstep, threshold, room of choice or further agreed assembly and finishing.

Handover evidence

Required photographs, condition notes, signatures and exception reporting.

A two-person service is not an unlimited lifting promise. Unsafe access, excessive weight or unexpected site restrictions may require reassessment.

03 / ROOM OF CHOICE

Delivery to the room that matters.

For many customers, the difference between a basic drop-off and a satisfactory delivery is having furniture placed where they intend to use it.

HOW ROOM-OF-CHOICE WORKS

Where this level is booked, SAFLI can discuss moving suitable items from the vehicle into the nominated room, subject to product dimensions, weight, available access, adequate protection and safe handling. Upstairs placement should be declared in advance.

PRE-DELIVERY ACCESS INFORMATION

- Floor and room location, including stair flights and lift availability.
- Door, hallway and staircase dimensions for large or rigid items.
- Parking/loading restrictions and the distance from vehicle to entrance.
- Unusual property access, thresholds, exterior steps or narrow turns.
- Any packaging removal, furniture positioning or extra labour requested.

WHEN A DELIVERY CANNOT SAFELY PROCEED

Our process is to stop, record the obstacle and contact the client for further instructions rather than force oversized goods through unsuitable spaces. Failed access, return journeys or additional resources are dealt with under the agreed terms.

> **The correct service level should be agreed before dispatch, not improvised at the customer's doorstep.**

04 / ASSEMBLY & INSTALLATION

Assembly and finishing as part of the service.

Furniture delivery can be more complete when specified assembly and room preparation are included in the same booking.

ASSEMBLY SUPPORT

- Agreed assembly of suitable bed frames, tables and other flat-pack or modular furniture.
- Basic positioning, levelling or alignment where suitable and included in the brief.
- Organised handling of supplied fittings and instructions.
- Visual completion checks and escalation of missing, damaged or incompatible parts.
- Photographic confirmation of finished work when required by the client.

DEFINING THE SCOPE

Before a job is accepted, the client should identify the product model, approximate build time, tools or specialist fittings, site conditions and whether packaging collection is requested. Dismantling of existing furniture is only included when agreed.

Included when agreed

Product assembly, positioning and limited finishing tasks within the crew’s competence and the written job specification.

Not automatically included

Electrical, gas or plumbing connections; wall fixing, structural alterations or regulated installation work without separately confirmed competence and authority.

Service definitions protect the retailer, the customer and the delivery crew - especially where assembly or installation is requested.

05 / APPLIANCES

Bulky appliance delivery and placement.

Large domestic appliances present different challenges from upholstered furniture. We can assess appropriate two-person carriage and positioning work for appliance sellers and distributors.

SUITABLE ASSIGNMENTS TO DISCUSS

- Delivery and positioning of packaged washing machines, dryers and refrigerators where appropriate.
- Large boxed appliances, kitchen equipment and selected household goods.
- Retailer-arranged exchange collections and removal of suitable old units when expressly agreed.
- Distribution overflow, booked depot collections and planned appliance delivery rounds.

IMPORTANT SERVICE BOUNDARIES

Appliance transportation or positioning does not automatically include disconnecting, plumbing, wiring, gas work, testing, commissioning, integrated fitting, door reversal or waste disposal. Specialist or regulated activities require a separate specification, qualified personnel where applicable and explicit agreement.

BEFORE AN APPLIANCE DELIVERY

Confirm dimensions and handling guidance, installation status, safe access, lifting requirements, packaging condition, floor protection expectations, old-appliance collection arrangements and the intended delivery point.

Tell us the appliance type, delivery service and connection requirements. We will identify what can be included and what must be separately arranged.

06 / COLLECTION & LOADING

Working with your warehouse and dispatch team.

Smooth final-mile delivery begins before the vehicle leaves the loading bay. SAFLI can align collection procedures with your agreed dispatch workflow.

THE COLLECTION HANDOVER

- Check-in and collection time slots at the nominated warehouse or depot.
- Manifest, customer references, item identification and quantity checks.
- Visible condition and packaging discrepancies recorded at handover.
- Handling instructions for fragile, oversized or awkward products.
- Safe loading and load restraint appropriate to the products and vehicle.
- Reporting missing items, wrong stock or loading delays before departure.

FOR WAREHOUSE MANAGERS

Provide an accurate route manifest, item sizes and approximate weights, dispatch contact, collection instructions, loading arrangements, dock restrictions and any client-specific proof-of-collection requirements. An agreed exception pathway reduces delays when stock and paperwork do not match.

Scheduled handover

A planned vehicle arrival and collection sequence supports dispatch efficiency.

Accountable records

Item lists, handover exceptions and required collection evidence help resolve discrepancies.

We can work with your operational processes where agreed. Your warehouse remains the source of truth for the dispatched inventory.

07 / MULTI-DROP LOGISTICS

Practical support for planned delivery routes.

SAFLI can discuss scheduled multi-drop rounds, selected geographic coverage and overflow work alongside a retailer's existing transport network.

ROUTE ARRANGEMENTS

Per-stop delivery

For individual booked jobs, with the product and service level defined in advance.

Planned multi-drop routes

For pre-agreed collection points, postcode clusters, stop sequences and time windows.

Crew and vehicle day cover

For allocated resource during peak days or temporary capacity gaps, subject to availability.

Recurring contracted support

For regular rounds and an agreed operating specification under commercial terms.

ROUTE INFORMATION WE NEED

- Depot address, collection time and required return location.
- Typical number of stops, postcode coverage and customer time windows.
- Product mix, dimensions, weight, service tier and assembly expectations.
- Estimated driving, waiting, loading and unloading durations.
- Required data handover, tracking, reporting and proof-of-delivery process.

Route availability and capacity are confirmed case by case. Regular work is considered through an agreed commercial proposal.

08 / FLEXIBLE CAPACITY

Trial jobs, urgent cover and long-term routes.

Your transport operation may need additional support for one day, one product category or a continuing programme. We can discuss different arrangements without requiring a complete network change.

WHERE WE CAN ADD CAPACITY

Paid trial deliveries

Test agreed service standards and collection processes on a defined initial job.

Short-notice enquiries

Ask about unplanned route gaps, failed carrier coverage or an urgent bulky order.

Seasonal and promotional peaks

Discuss extra delivery capacity during sale periods or stock surges.

Longer-term route work

Explore contracted schedules, volume forecasts and continuing subcontracted support.

HOW WE CONFIRM A REQUEST

We review crew and vehicle requirements, collection location, product mix, geography, route duration and any specialist services. We then confirm whether the proposed job is viable, and agree the rate, timing and responsibilities in writing.

PILOT SUCCESS MEASURES

- Collection punctuality and route completion against the agreed schedule.
- Clear delivery records and exception communication.
- Product condition and any incidents or customer complaints.
- Fit between actual workload and the original delivery specification.

Need one trial stop, temporary driver-and-mate cover or a regular two-person route? Send the details and let us assess a workable solution.

09 / RETURNS & RECOVERY

Collections, exchanges and delivery exceptions.

A reliable delivery network must know what happens when a product is refused, an order is incomplete or a customer requests a return.

REVERSE LOGISTICS OPTIONS

- Agreed customer collections and bulky-item returns.
- Product exchange logistics where both delivery and collection are specified.
- Failed-delivery recovery and return-to-depot handling.
- Condition notes and images where the client requires them.
- Warehouse return handover and reporting to the authorised contact.

EXCEPTIONS THAT REQUIRE CLEAR INSTRUCTIONS

Failed access

Restricted parking, unsuitable stairs, customer absence or insufficient safe clearance.

Product discrepancies

Wrong item, missing part, pre-existing damage or packaging concern.

Delivery changes

Customer requests outside the booked service level or unapproved address changes.

Claims and investigation

Alleged damage, prompt notification, supporting evidence and agreed escalation.

LIABILITY AND CLAIMS

Responsibility for loss or damage, reporting windows, exclusions and claims handling is set out in the agreed commercial contract and subject to applicable law and policies in force. A delivery guide is not a substitute for contractual cover.

A consistent exception process is vital to protecting customer confidence and preventing costly unresolved returns.

10 / CUSTOMER EXPERIENCE

Your customer relationship stays at the centre.

Our service should support the experience your customer purchased from you. A clear specification, professional conduct and accurate reporting are essential.

CUSTOMER-FACING STANDARDS TO AGREE

- Respectful communication, care inside premises and professional behaviour.
- Clear arrival protocols and realistic delivery windows.
- Working to the booked service tier without unapproved upgrades or promises.
- Reporting delays, access risks or damage concerns to the designated contact.
- Appropriate handling of customer personal data and privacy.
- Client-required photographic records, signature and completion status.

BRAND PRESENTATION

Client-specific communications, work instructions and white-label presentation can be discussed during onboarding. Any branding, uniform, software access or customer-contact rules must be agreed rather than assumed.

WHAT WE CAN REVIEW TOGETHER

Delivery completion

Successfully completed stops and reasons for failed attempts.

Quality and feedback

Service-related complaints, incidents and customer satisfaction signals.

Punctuality

Performance against agreed collection and delivery windows.

Communication

Timely status updates, proof of delivery and exception reporting.

For customers, the handover is part of the purchase. For retailers, it is part of the brand promise.

11 / COVERAGE & RESOURCES

Midlands-based. Supporting UK delivery needs.

SAFLI is positioned to discuss furniture delivery requirements around the Midlands and, where practical, wider UK journeys and routes.

OPERATING AREAS

- Leicester, Nottingham, Derby and surrounding East Midlands locations.
- Birmingham, Coventry and wider West Midlands routes.
- Other UK regions and longer-distance assignments by arrangement.
- Cross-region route support and expansion opportunities assessed against demand.

VEHICLE AND CREW PLANNING

We can discuss suitable van and crew resources for the assigned products, loading profile and stop density. The specific vehicle, driver, second crew member, capacity and timing are confirmed for each route or engagement. Vehicle size and legal payload must be considered alongside cargo volume.

EQUIPMENT AND HANDLING

Job requirements may call for suitable securing equipment, protective materials, trolleys, lifting aids and client-specific handling methods. Requirements are reviewed before acceptance; not every service or item is appropriate for every vehicle or crew.

Tell us the collection postcode and the delivery territory. We will assess geography, resource availability and the proposed service level.

12 / ASSURANCE & ONBOARDING

What commercial clients need to know.

We understand that procurement and warehouse teams need a documented operating arrangement, not an informal promise that a delivery can be done.

A PRACTICAL ONBOARDING CHECKLIST

- Company and invoicing details, designated contacts and escalation process.
- Vehicle, driver and operative information required by the client.
- Applicable motor, public liability, employers' liability and goods-related insurance evidence, where relevant and required.
- Agreed handling standards, site rules, risk assessments and training requirements.
- Customer data, confidentiality, proof-of-delivery and reporting procedures.
- Charges, service levels, exclusions, waiting time, returns, payment terms and cancellation rules.

INSURANCE AND DOCUMENTATION

SAFLI can discuss the documentation required for supplier approval. The precise policies, insured activities, limits, deductibles, exclusions and any additional cover must be checked against current evidence before work begins. We do not represent an unverified policy as guaranteed cover.

SAFE SERVICE DELIVERY

Both parties should define maximum product handling requirements, site restrictions, customer property precautions, incident escalation and circumstances where an operative must stop work. Specialist installation activities require appropriate competency and separate confirmation.

> **We welcome a structured supplier assessment and clear contract requirements before any live customer deliveries.**

13 / QUOTATIONS & SERVICE AGREEMENT

Clear commercial terms, fewer surprises.

Rates should reflect actual route work, vehicle and crew requirements, product handling, delivery level and site complexity - not just mileage.

PRICING FORMATS TO DISCUSS

Per-delivery rate

Suitable for defined products and service tiers, with agreed geographic and access assumptions.

Multi-drop / route rate

Based on postcode clusters, collection point, expected stops and route operating time.

Daily crew-and-vehicle rate

For planned temporary cover or dedicated capacity over an agreed day.

Ongoing contract

For repeat delivery work with forecast volumes, service standards and agreed payment terms.

WHAT A PROPOSAL SHOULD SPECIFY

- Collection depot, geography, delivery volume and product categories.
- Crew and vehicle assumptions, time windows and delivery service level.
- Stairs, difficult access, assembly, returns and disposal requirements.
- Exceptions, failed deliveries, waiting, cancellations and out-of-scope charges.
- Proof-of-delivery standards, damage escalation and claims procedure.
- Invoicing frequency, payment terms, insurance evidence and contract term.

No quotation is binding until SAFLI has confirmed availability, final scope and written commercial arrangements.

14 / COMMON QUESTIONS

Questions before booking a delivery partner.

Answers to common questions from transport managers, retailers and commercial procurement teams.

Can SAFLI support a single trial delivery?

Yes. We welcome enquiries for a defined paid pilot, agreed in advance with a clear scope, rate and performance review.

Can you support an existing delivery fleet or carrier?

Yes. A proposed engagement can cover selected overflow work, difficult products, geographic gaps or assembly-led jobs alongside existing arrangements.

Will two people take furniture upstairs?

Room-of-choice and upstairs delivery can be scoped where access, dimensions, weights and safe handling permit. Such access needs to be declared before dispatch.

Do you assemble furniture and remove packaging?

Suitable assembly and packaging services can be quoted when specified. Product complexity, waste handling and any special requirements must be agreed.

Can SAFLI connect washing machines or other appliances?

Delivery and positioning can be discussed, but plumbing, electrical, gas, integrated fitting and other regulated work are not automatically included.

Can you take on temporary or regular routes?

We can assess peak support, temporary cover and ongoing subcontracted schedules, subject to resources, route feasibility and contract terms.

How are damages or failed deliveries handled?

We agree recording, notification and escalation processes before work starts. Responsibility depends on the actual contract, evidence, law and verified insurance cover.

What is needed to obtain a quote?

A depot postcode, delivery territories, product mix, volumes, service tier, route timings, access assumptions and anticipated start date.

15 / WORK WITH SAFLI

Let’s discuss your next delivery requirement.

Whether you need a delivery partner for one customer order or dependable support across recurring routes, SAFLI welcomes serious commercial enquiries.

HOW TO START

01 Share the brief

Tell us the products, depot, postcodes, route volume and service your customers expect.

02 Review the proposal

We assess feasibility and agree equipment, staffing, access, reporting and a clear commercial rate.

03 Arrange a paid trial

Begin with a defined job or route and review delivery quality and operating fit.

04 Build the relationship

Discuss regular work, flexible seasonal cover or ongoing subcontracted delivery support.

WE WANT TO HEAR FROM

- Furniture retailers and e-commerce brands.
- Manufacturers, wholesalers and distribution centres.
- Warehouse managers, transport planners and logistics operators.
- Appliance retailers and bulky-goods distribution businesses.

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Partner with SAFLI - request a trial delivery, temporary two-person capacity or a regular route proposal.

SAFLI Ltd | Services are subject to safe access, resource availability, verified documents and agreed written commercial terms. This guide is not evidence of insurance or a binding offer.