



Freight & Receiving

This comprehensive guide explains the furniture delivery process and what you are paying for when you see fees for shipping, freight and receiving/delivery.

Why isn't my shipping free, like I see everywhere else? What is freight? What exactly is Receiving, Warehousing & White-Glove Delivery and why do I have to pay those fees?

In the world of 'Amazon Prime' and 'free 2-day shipping', we sometime forget that nothing is actually 'FREE' and there are actually human hands doing a lot of behind the scenes work (hard work & heavy lifting). First, at SSI we do not charge our design clients retail pricing for goods purchased from us. We pass along some hefty discounts, which means we don't hide the costs and fees associated with shipping, freight and receiving in those prices (which is what retailers do). In order for us to maintain those discounts, we cannot cover the costs associated with shipping & delivery.

- When we make a furniture purchase from a manufacturer, that furniture ships to us via FREIGHT service (a very large semi truck brings it across the country) & freight shipping is calculated at a much lower rate, than say UPS or Fed Ex. For example, a standard size sofa might be somewhere around \$150.
- Freight line carriers (big semi trucks) are the only method manufacturers will ship furniture, this is the only way your furniture leaves the factory, there are no other options. They do not FedEx a sofa to your doorstep. *SIDE NOTE: Up until this point, you have probably only purchased from a 'traditional' retailer and you never saw the process from start to finish because that freight charge was included in the full retail price.*
- Those large semi trucks will only drop their goods at a 'receiving warehouse', a place that has either a loading dock or a forklift and a team of people to unload that truck.

The Receiving Process:

- Unload the truck & 'receive' all of the items (items with visible damage to packaging will be refused).



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- All items must be checked against the manifest & logged into inventory. (Our receiving company has an inventory management software & app that gives us live time updates when furniture arrives, photos are uploaded and anything else we need to know about each piece.)
- Upon arrival, a bar code is assigned to each piece and with a press of a button, they can tell us everything about that piece and where it is located in the warehouse.
- Every piece must be unwrapped, unboxed or uncrated & thoroughly inspected for damage, imperfections or defects within 48 hours of arrival.
- Our receiver places every piece in a photo booth under bright lighting for inspection and photos.
- We are notified of damage or imperfections and then SSI works on the back end to rectify any issues with the manufacturer BEFORE we deliver to your home. *SIDE NOTE: We deal with an extraordinary amount of damaged furniture, that you, the client, will never know about or worry about (oh so much damage!).*
- They will assemble anything that requires any kind of assembly.
- Approved furniture is then re-wrapped, re-boxed or re-crated until we are ready for your install *SIDE NOTE: If they deem the original packaging is not sufficient, they will blanket wrap the furniture instead (I've seen one piece take two guys 30 minutes to complete this task from start to finish)*

What comes next? Your Install & delivery of furniture!

- Once all of your items have arrived, passed inspection, and the project site is clean and ready for delivery, all of your beautiful brand new furniture, rugs, and lighting will be removed from secure storage, loaded and secured into either the the box truck or trailer (or both).
- This process will take at least 2 guys, the forklift and some serious muscle (it can take as much as 5 hours to load the truck with a large order). They have a pain staking process to ensure your furniture is not damaged on this last leg of the journey.



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The Installation Process:

- Movers unload the truck and unwrap/unbox all of the furniture. Yes, they will even remove old pieces of furniture flagged for donation and deliver to a donation center of your choice.
- They wear protective booties & gloves while in your home and handling your new furniture to ensure they don't get anything dirty while they are sweating away doing the hard stuff.
- They patiently place furniture & rugs, sometimes over & over while being directed by a bossy designer who wants everything in just the right place...and yes...there are many times when we ask them to remove all the furniture they just placed, so we can have them move a rug 6 inches... and they never complain ...(well, at least not in front of you).

After the Install is Complete:

- And just when you think their job is done, It's not! Now, they go back outside and load their truck with sometimes hundred of pounds cardboard and packing material, and dispose of it for you! (Money well spent, right?)
- The receiving company takes all waste back to their warehouse, where they will transfer it all to their dump trailer, tie it all down for safety and they generally make about 2 trash runs a week to the local dump with hundreds of pounds of waste and recycling. Each round taking at least 3-4 hours start to finish.