



SUSAN SUTTER INTERIORS

# FREIGHT & RECEIVING

## Understanding Freight, Receiving & White-Glove Delivery

This guide outlines our delivery process and explains what is included with shipping, freight, receiving, and white-glove delivery fees.

### Why Freight & Receiving Charges Apply

Unlike traditional retailers who roll logistics fees into inflated retail prices, at Sutter Interiors (SSI) freight and receiving are billed separately at transparent rates.

- ✓ **Factory Freight:** Manufacturers ship via freight carriers (semi-trucks) at significantly lower rates than standard parcel shipping (e.g., ~\$150 for a sofa).
- ✓ **Warehouse Receiving:** Freight carriers deliver exclusively to specialized receiving warehouses equipped with loading docks, forklifts, and trained personnel.

### The Receiving Process

Our partner warehouse manages a full inspection and tracking workflow upon arrival:

- ✓ **Check-In & Logging:** Every item is logged into inventory software with real-time status and photo updates.
- ✓ **Detailed Inspection:** Items are unboxed within 48 hours and inspected under high-powered lighting for quality and transit damage.
- ✓ **Issue Resolution:** If damage is found, SSI coordinates directly with the manufacturer to repair or replace the item before delivery day.
- ✓ **Assembly & Secure Storage:** Items requiring assembly are put together, blanket-wrapped, and stored securely until installation.

### White Glove Delivery & Installation Day

Once all project items arrive and pass inspection, we schedule your white-glove installation:

- ✓ **Preparation & Transport:** Items are carefully loaded into a delivery truck using protective equipment.
- ✓ **In-Home Setup:** Movers wear protective gear to keep your home clean, positioning furniture and rugs according to the design plan.
- ✓ **Debris Removal & Recycling:** All packing materials, crates, and boxes are removed and hauled back to the facility for proper recycling.
- ✓ **Old Item Removal:** Existing furniture designated for donation can be transported to a local donation center upon request.

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