

FAQ's – White Glove Delivery Services

What is White Glove Delivery Service?

Century White Glove Delivery is a premium delivery service based on “completing the customer experience” by providing a Century-supported White Glove Home Delivery Service. Century Furniture takes full responsibility for the delivery and professional installation of our product.

***Note:** Because of the demand for White Glove Delivery Service, Century is revisiting the need and execution of a White Glove Service. Please call Ron Andrews (828-326-8367) for details and service areas.*

Why does Century Furniture care who makes the delivery?

It's simple. The delivery and installation of new merchandise in the client's home may be the single most important part of the purchase process. This is when the client's dreams are either realized or dashed! A happy client means repeat business and referrals. When you succeed, it is much more likely you will continue to do business with us in the future.

Our slogan – Infinite Possibilities & Unlimited Attention – is more than a platitude. We care about the details. Your clients' demand and deserve a much higher level of service and performance. Our goal is to deliver merchandise exceptionally well – the first time – and handle any issues with professionalism.

How is this different and better than the service I am using now?

Sometimes, no matter how well-meaning, an ordinary delivery service does not have an appreciation or understanding of fine furniture. WE LOVE FURNITURE! We know how it is made, what makes it special, and most importantly how it fits together. We know how to adjust and level it so that it looks the same way it does in the catalog.

Here's what we offer to our Customers & Clients:

- ✓ Simplify doing business with Century – one stop shopping for merchandise, freight/delivery, and installation
- ✓ One point of contact for turnkey program – with Century
- ✓ Up front pricing and rates
- ✓ One invoice for merchandise, freight/delivery, and installation
- ✓ All freight claims/damages handled by Century (100% guaranteed)
- ✓ Inspection and deluxing prior to delivery and installation
- ✓ Expert installation and setup

Is this service more expensive? How can I get a price quote?

It may be slightly more expensive. Every job is different, so we encourage you to get several quotes. However, be sure you compare “apples to apples.” We will send enough trained people to do the job right. We will also raise courtesy and appreciation of the client to a much higher level. A hassle-free delivery and a happy client are priceless!

Will Century Furniture receive and consolidate non-Century items?

At this point and with few exceptions, no.

Please call if you have a specific need that we may be able to service.

Extraordinary delivery conditions may require additional fees.

Are there any limitations to delivery?

The White Glove Delivery Service is only available in the contiguous 48 states. If you need help finding services outside of this area, we can assist in locating other service providers.

Who can I contact for more info about the Century White Glove Service?

Century Sales Representative
Century Customer Service
Ron Andrews - Logistics

(828) 328-1851
(828) 326-8367