

White Glove Service

“Delivery to your door and taken to a room of your choice”

Larger items that have been identified as requiring delivery and assembly are delivered to the customer within 10 working days of receipt of the order. This lead time reflects the fact that we cover most of the UK, mainland only and the goods go out on a planned route. Our specialist two-man delivery team deliver them. The team will call the customer a couple of days before they plan to deliver the item to ensure that it is convenient and they will notify them if the delivery will be am or pm. Normally we try to provide a 2-3 hour time slot.

When the delivery takes place the customer is shown how to assemble the said item and shown how to operate the product. The 2-man delivery company completes a checklist and the customer is asked to read it and sign to say they are happy with the product demonstration and the goods are in perfect working order. As part of this service any packaging is taken and disposed of us by ourselves. A copy of this sheet is sent to Drive DeVilbiss Healthcare Ltd and filed in case any information is required for future reference.