

New England Retail Express Difference Checklist:

	New England Retail Express	Other Companies
Company:		
How long has the Delivery Company been in business?	Since 1981	?
Is home delivery a primary focus?	YES	?
Has the home delivery company been give an "A-plus" rating from the Better Business Bureau?	YES	?
Does the home delivery company operate its own facilities?	YES	?
Is the home delivery company a full service provider (install, assemble, demonstrate and test the product)?	YES	?
Technicians/Delivery Teams		
Are the home delivery company's delivery teams licensed, drug tested and background checked?	YES	?
Do the home delivery technicians undergo weekly training?	YES	?
Do the home delivery installation technicians arrive in clearly marked company trucks and show ID?	YES	?

Does the home delivery technician give a live demonstration of the product?

YES

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Services:

Does the home delivery company offer same day & next day delivery?

YES

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Does the home delivery company offer a 2 hour delivery window

YES

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Does the home delivery company offer a 30 minute call ahead to the customer?

YES

?

Does the home delivery company provide protection for the customers home and property while making the delivery?

YES

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Does the home delivery company offer an on line tracking system for customers?

YES

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