



RETAILER INFORMATION PACK | 2026

Handled with Care, Delivered with Precision

SERVICE OVERVIEW

Professional Two-Person Home Delivery

Retailer service guide for two-person home deliveries across mainland England, Scotland and Wales.

How we work

We understand that every delivery represents your business. At Expedico, we act as an extension of your business by providing a reliable, professional service that helps you deliver a positive experience for your customers.

Our online portal gives you complete visibility over every delivery, allowing you to book collections, view order status and tracking information, view proof of delivery, and manage your account from one place.

From proactive customer communication and courtesy calls to careful two-person handling, room-of-choice delivery and real-time updates, every part of our service is designed to create a seamless experience for your customers while reducing administration for your business.

The result is fewer customer enquiries, increased customer satisfaction, stronger online reviews and more repeat business—allowing you to focus on growing your business while we take care of the delivery.

Included with every delivery

- ✓ Professional, trained two-person delivery crew
- ✓ Room-of-choice delivery
- ✓ Order tracking
- ✓ Digital proof of delivery (POD)
- ✓ Customer text notifications
- ✓ Pre-delivery courtesy call

Online portal

Each retailer receives access to a dedicated online retailer portal for uploading delivery and collection orders, checking order status, tracking deliveries and accessing proof of delivery.

Customer updates

Every customer will receive an estimated three-hour delivery window, a minimum of 48 hours in advance, although this is usually much earlier. The customer can choose to confirm or move the delivery to the next available slot.

Coverage and fulfilment

The same retailer rates and service structure apply across mainland England, Scotland and Wales. Deliveries are completed by Expedico crews or by approved and vetted two-person delivery subcontractors, depending on geography and operational capacity. Expedico remains the retailer's single point of contact and will remain responsible for deliveries completed by any subcontractors.

PRICING

Retailer rates and additional charges

The delivery rate is based on the weight of the heaviest packed item. All prices exclude VAT.

Standard Delivery Rates

Applies to normally packaged goods suitable for efficient multi-drop vehicle loading, including most flat-packed furniture and boxed appliances.

Combined Packed Item Weight	Retailer rate
Up to 25 kg	£35
25 - 50 kg	£55
50 - 100 kg	£75
100 kg +	£95
Additional Item	+ £15

Rate basis: The additional item charge applies to each additional product delivered to the same address. Multiple packages forming part of a single flat-packed product are treated as one item for pricing purposes, provided they are declared together as one product and labelled accordingly.

Space-Intensive Delivery Rates

Applies to unusually bulky, rigid or non-stackable goods that materially reduce normal vehicle loading capacity. Typical examples include large sofas, pre-assembled wardrobes and other bulky assembled furniture.

Classification	Rate	Typical Examples
Standard Stackable, up to 1.0m ³ , longest side no more than 1.8m	Standard Weight-Band Rate (Stated Above)	Flat-packed tables, Boxed chairs, small cabinets
Moderately Space-Intensive 1.0 – 2.0m ³ , longest side 1.8 – 2.4m, or non-stackable	Base Rate + £30	Armchairs, Compact tables, Small assembles cabinets
Heavily Space-Intensive 2.0 – 3.5m ³ or longest side 2.4 – 3.0m	Base Rate + £60	Large dining tables, Bed frames, Bulky assembles furniture
Very Large Over 3.5m ³ or longer than 3m	Bespoke, from £175	Large sofas, assembled wardrobes, Oversized statement furniture

Additional Services

Service / charge	Rate	Service / charge	Rate
Simple Assembly (up to 20 mins)	£30	Packaging Removal	£15
Complex Assembly (20 to 45 mins)	£75	Old-item Disposal	£45
Weekend Delivery	£45	Apartment - No Usable Lift	£10 / flight

All prices exclude VAT. Statutory toll, congestion and emissions-zone charges may be passed through at cost where incurred.

OPERATIONS

Orders, collections and delivery

The order must be complete, labelled and ready before the agreed collection.

How it works

1. **Upload the delivery information.** Use the online retailer portal to select the services required for the order.
2. **Prepare the items.** Print the barcode labels, attach them to the correct items and prepare the items for collection.
3. **Collection and scheduling.** Expedico collects the items and notifies the customer of the scheduled delivery date.
4. **Delivery and proof.** The crew completes the delivery to the selected requirements and records proof of delivery.

How collections work

Expected orders per week	Typical collection frequency
1-9	1 scheduled collection per week
10-19	Up to 2 scheduled collections per week
20-29	Up to 3 scheduled collections per week
30-59	Up to 4 scheduled collections per week
60+	Bespoke

The table shows the typical starting frequency. Exact collection days, times, cut-off times and frequency are agreed during onboarding based on the retailer's location, order volume and operational requirements.

It is the retailer's responsibility to ensure all items on the manifest are correctly labelled with corresponding address and barcode, and ready at the agreed collection point prior to the scheduled collection time.

Scheduled collections are free of charge. Additional or one-off collections are subject to additional charges.

After collection

1. The target delivery time is **3-5 working days** from day of collection
2. Expedico plans the route and confirms the scheduled delivery date with the customer
3. The customer receives text notifications and tracking information
4. The crew makes a pre-delivery courtesy call
5. Tracking and proof of delivery are available through the online retailer portal

Returns

Returns are priced the same as outbound deliveries, plus a one-time collection fee of £30 from the customers' address. These are uploaded in the same online retailer portal but marked as a "Return" rather than Delivery.

Account administration and service rules

The following rules apply to order changes, delivery attempts, claims and account billing.

Order changes

Order details and selected services can be amended before the collection manifest is produced. Once the manifest has been produced, the order is locked for collection and delivery planning. Any required change to a locked order must be raised directly with Expedico.

Failed delivery and second attempts

Where a second attempt is required because the customer is unavailable or access prevents the delivery, a charge equal to 50% of the original delivery rate applies. The order will then be added to the next available route. In the event a second delivery attempt fails, the retailer will be contacted to arrange for either a third delivery attempt or return.

Access and preparation

- The retailer must provide the correct delivery address, customer contact details and access information.
- Goods must be securely packed and correctly labelled before collection.
- Room-of-choice delivery requires safe and reasonable access to the requested room.

Insurance

- Goods in Transit: £50,000 per vehicle
- Public Liability: £5 million
- Employers' Liability: £10 million

Claims and damage

If loss or damage occurs in connection with a delivery, the retailer should notify Expedico as soon as reasonably possible and provide sufficient information for the matter to be investigated, such as, Expedico order number, photographs of items and packaging, details of loss or damage, evidence of value, and customer correspondence. Claims should be submitted to: ops@expedico.co.uk. Full details can be found at: expedico.co.uk/insurance

Invoices and payment

Invoices are issued weekly. All payments are collected by Direct Debit 7 calendar days after the invoice issue date. Published rates and add-on charges exclude VAT.

Operational contact

hello@expedico.co.uk | www.expedico.co.uk

This pack summarises the service and current rates and service structure. A signed service agreement governs each account.

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