

Pickup at Home Solutions Warehouse

Intro

For some clients, Home Solutions will accept delivery of and distribute customer products to our servicer for final mile delivery. This allows for easy pickup and drop off of product and provides more value to our clients.

The clients that use Home Solutions' warehousing:

- Electrolux
- Mirror
- Bosch

Product Check-ins

When product arrives at the warehouse, our warehouse team should inspect the product to ensure it is undamaged and matches the products we are expecting.

Damaged or Wrong Product

If the product arrives damaged or is incorrect, we will be expected to refuse the delivery where possible. If we have already accepted the delivery, the item should be moved to a designated area and the client contacted per the client-specific process to schedule a pickup.

Electrolux Product Check-ins

Electrolux products will ship to the servicer direction or to one of our warehouses. When an Electrolux product is received, the servicer/Market Manager is responsible for checking in the product in DOLI. Please see the Electrolux Product Tracking process for more details.

Mirror Check-ins

Mirror Fitness products are, for the most part, uniform from order to order. Mirror will deliver the necessary number of Mirrors to the warehouse and the servicer will pick up what they need. Any damaged items should be placed in a designated area of the warehouse for the client to pick up. Mirror also offers return services to their customers. For many return orders, the servicer will bring the Mirror have to the warehouse for client pickup.