

# PUT YOUR BUSINESS IN THE FAST LANE

Grow sales and customer satisfaction with Instant Delivery™



## DELIVERY AT THE SPEED OF NOW

Instant Delivery by PICKUP means merchandise moves from your store or warehouse to your customer's door on demand, enabling you to close more sales and deliver faster than the competition.



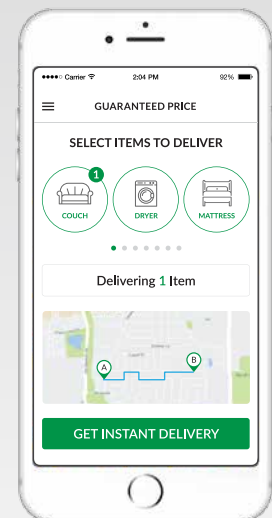
## TURN NOW INTO WOW FOR YOUR CUSTOMERS

Your customers will be impressed by our trusted Good Guy drivers - many are veterans and firefighters. And they can also rest assured knowing their goods are fully insured.



## THE LAST FAST MILE AND BEYOND

We do more than just deliver. Select Good Guys can install appliances, assemble furniture, hang artwork, handle store transfers and more, ensuring complete customer satisfaction.



## EASY TO USE TECHNOLOGY

Order and monitor the status of your pickup from our easy to use mobile apps and web site.



Contact PICKUP Partner Solutions at [pickupnow.com/partners](http://pickupnow.com/partners) or 855-974-2587



# FREQUENTLY ASKED QUESTIONS

## Q. Where does PICKUP operate?

**A.** PICKUP is now available in Dallas, Fort Worth, and Houston. Don't see your city? Click here to help bring PICKUP to your neck of the woods.

## Q. How do I request Instant Delivery?

**A.** It's easy! For the best experience, we recommend installing the PICKUP app for iOS or Android. You can also order on the web or call 800-560-2168.

## Q. How does it work?

**A.** Simple! When you need something delivered, just tap the PICKUP app, enter a few important details like the pickup/delivery addresses, what we are delivering and when you want it picked up or delivered. We'll instantly provide a guaranteed price. From there, just enter your payment details and submit your order. We'll keep you informed every step of the way, including the name and contact info of your Good Guy driver and ETA.

## Q. How do I know it's safe?

**A.** PICKUP works hard to ensure our Good Guys are the best guys around. If you've ever borrowed a friend's truck, you know he's a helpful good guy. Many of our Good Guys are military veterans and firefighters. They pass extensive background and other qualification checks before they can serve with PICKUP.

## Q. What can I move with PICKUP?

**A.** Just about anything! Some of our most popular requests are big, heavy or bulky items like furniture, appliances, mattresses, big TVs – if you can buy it, we can probably deliver it. We do practice good sense and adhere to the law, so here are a few things we don't move:

- No people or animals in bed or cab (ever).
- No illegal items.
- No hazardous materials (including but is not limited to: explosives, gases, flammable liquids, flammable solids, poisonous or infectious substances, radioactive material, corrosives. For a full list of prohibited items, see the FMCSA Regulations).
- No firearms, ammunition or other explosive materials.
- No articles of exceptional value (antiques, fine art, jewels/jewelry, gold or other precious metals). Items are insured for replacement value up to \$20,000. Any value over this amount is considered exceptional value.

## Q. I'm a retailer, what programs do you have for my business?

**A.** We love retailers and are here to help you extend your brand, improve customer satisfaction and drive more sales. Visit our Partner page to learn about omnichannel solutions for retail, or to request a copy of our COI.

## Q. Are my goods insured?

**A.** Our Good Guys are trained to handle your items with great care, but sometimes things happen. So PICKUP maintains an insurance policy to cover your goods. Up to \$20,000 in insurance is provided to repair or replace any items lost or damaged in transit. This insurance is provided at no additional cost to you – we simply believe it's the right thing to do.

## Q. How much does your service cost?

**A.** When it comes to pricing, we believe simplicity rules and surprises are for birthday parties. That's why we offer simple guaranteed rates for most of our services. Standard delivery within 10 miles is just \$49. To ensure we provide an accurate guaranteed price, we ask that you accurately and completely enter all details requested for your order, including items we are moving and flights of stairs. Payment and optional tipping are conveniently handled by our secure platform. Standard pricing includes one Good Guy driver and one truck traveling up to 10 miles from pickup to delivery. If you need more help, contact us at 800-560-2168 or support@pickupnow.com. Additional charges may apply for items requiring extra time, labor or equipment.

## Q. Am I expected to tip my Good Guy driver?

**A.** Your Good Guy driver will do everything possible to make you happy. You can show your appreciation by tipping via the app or directly to your driver at the conclusion of your pickup. 100% of tips go to the driver.

## Q. Where is my Good Guy driver?

**A.** By using the PICKUP app, you will receive a status notification each step of the way, and have the ability to contact your Good Guy quickly and easily. We do our best to ensure Good Guys meet delivery commitments, but – as you can imagine – sometimes events such as traffic, weather or wait times at a store may cause delays. You can help ensure timeliness by making sure your items are packaged and staged, and that the parties at pickup and delivery are prepared.

## Q. What about big or heavy items?

**A.** Your Instant Delivery includes at least one full-sized pickup truck and one Good Guy driver who will have a supply of moving blankets and securement devices to keep your materials from moving around during the ride. In the event your items cannot be handled by one Good Guy, we'll let you know before starting your order. If you need extra help, contact us through the app or at 800-560-2168.

## Q. Can you help with moving, packing or labor?

**A.** You bet! Good Guys can help with moving, packing and general labor, both at pickup and delivery. Simply provide the details when placing your order.

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