



*Since day one, we've operated based on the understanding that our partners count on us to be ready on install day—**no exceptions.***

*Our national customer base and 25-year history of **priority** installations isn't just proof of our commitment to quality... It's who we are.*

⇒ Communication

On-time delivery and installation is critical to success in every student living project. The process starts with gathering thorough information for each project.

⇒ Preparation

The Smarter Furnishings team, consisting of sales representatives, project managers and installation leads work together to ensure all the elements are in place prior to every installation.

⇒ Execution

Daily meetings with the installation team outline the daily project objectives for customer service, building and product protection, cleanliness, safety and productivity.

⇒ Communication

Every project concludes with a customer service survey to provide world-class service that helps to build lasting partnerships with our customers.

Installation Day

- ✓ Truck arrives to customer's location
- ✓ Team offloads and stages everything on the truck to start the day
- ✓ Team separates into 2 groups, one to unpackage the product, and the other to install the unpackaged furniture into the units
- ✓ Once all product is in desired location, team walks the perimeter of the jobsite to dispose any remaining packing materials or waste