

GENERAL INFORMATION

All TJX U.S. stores participate in the *Home Delivery Referral Program*, providing our customers access to a trusted *Delivery Service Provider* (DSP) who can provide store-to-home delivery of most in-store purchases. Home Delivery is especially helpful to customers who are purchasing heavy or oversized merchandise, which may not fit in their personal vehicle or public transportation. (e.g. furniture, grills, kayaks, fitness equipment) This program is *referral-based*, meaning it is the customer's responsibility to select, contact, schedule and pay the DSP for their delivery.

PROGRAM RESOURCES & SETUP

Beyond this SOP, the *Home Delivery Referral Program* includes the following resources, accessible via *The Summit>SOP Library>01 Point of Sale & Customer Service>Home Delivery Referral Program*

- **Binder Cover** and **Table of Contents** – Both documents are to be included in the *Home Delivery Program Binder*.
- **QRG – Home Delivery Referral Program** – A *Quick Reference Guide* to support Associate training and program awareness.
- **Home Delivery Contact List & Escalation Guide** – A guide to provide stores with contact information for each DSP and instructions for problem escalation.
- **Customer Home Delivery Form** – The official purchase intake form, to be completed by the store for each home delivery event.
- **Delivery Service Customer Label** – A label that must be filled-out and affixed to each piece of merchandise that has been scheduled for home delivery.
- **Vendor Flyer's** – One-page flyers that advertise each DSP and their customer sign-up/delivery scheduling process. **Store Associates should engage-with and educate customers about the program and provide customers with a copy of the Flyer, as appropriate.**

Home Delivery Program Binder

All stores must set up and maintain a *Home Delivery Program Binder* to ensure all program resources are easily accessible to both Associates and customers. Once created, this binder must be stored at the front-end, in an easily accessible and secure, non-customer facing location. Store Management is responsible for regularly training all Associates on the program.

To setup this binder, stores will need to order the following supplies:

- One (1) 1.5” binder with front cover pocket and inside pocket(s)
- Four (4) tabbed page dividers

Stores must print copies of all contents listed below and separate each section with a tabbed page divider.

Binder Setup: (in order)

Front (Outside) Pocket: *Binder Cover – Home Delivery Referral Program* (Print Qty.: 1)

Front (Inside) Pocket: *Delivery Service Provider Flyer*** (Print Qty.: 10*)

First Page: *Table of Contents – Home Delivery Referral Program* (Print Qty.: 1)

Section 1: *SOP – Home Delivery Referral Program* (Print Qty.: 1)

Section 2: *QRG – Home Delivery Referral Program* (Print Qty.: 1)

Section 3: *Delivery Service Provider Contact List & Escalation Guide* (Print Qty.: 1)

Section 4: *Customer Home Delivery Form* (Print Qty.: 20*)

Back (Inside) Pocket: *Delivery Service Customer Labels* (Print Qty.: 10* (30 labels))

*Stores must replenish printed copies as they become depleted

**Each store must ensure that they only print and use the corresponding Flyer for their state’s Provider (see *Provider Coverage* section below for more information)

PROGRAM SIGNAGE

Home Delivery Referral Program in-store signage should be displayed in the appropriate areas to inform our customers that delivery services are available. See the list of available signs below.

SIERRA – PRODUCT HANG TAG

Placement: To be attached to large ‘trophy’ merchandise, furniture, or bulky gear (e.g. Kayaks, Cargo Carriers, Roof Tents, Grills, and Seasonal Home/Décor)

Print Quantity: Ships in quantity of 1 pack (50 pieces)

Supply Reordering: use Bunzl # STOP0021

SIERRA – POP VIOLATOR

Placement: To be inserted atop one or more Point-Of-Purchase (POP) sign holders, based on season or current ownership of delivery-eligible merchandise.

Print Quantity: Ships in quantity of 1 pack (12 pieces)

Supply Reordering: use Bunzl # STOP0020

PROGRAM PROCEDURES

Intake Procedure

Once a customer has chosen to use a referred* delivery service, stores must follow these steps to complete the process.

*If a customer chooses a delivery service/option that is not referred by TJX, the customer is fully responsible for managing their own delivery and the following steps do not apply. Customers who arrange their own merchandise pickup or delivery may only hold their purchased merchandise in-store up to 7 business days from the date of purchase.

Step 1 – Have Customer Contact the Delivery Service Provider to Setup Delivery

- a) The customer must contact the provider to **schedule and purchase** their delivery service before purchasing their merchandise. This is to ensure that service is available in their location and that their item(s) are eligible for delivery.
- b) Scheduling and payment can be completed via each Provider's website, mobile app, or over telephone. Each DSP Flyer includes a QR code that can be scanned by the customer to direct them to the DSP app or website.
- c) Once the service is purchased, each DSP will send the customer a confirmation email, including an order/confirmation number.

Step 2 – Complete the Merchandise Purchase

- a) Complete the customer's purchase or all delivery eligible merchandise, following all transaction procedures outlined in the *Register Training Guide*.
- b) Print a duplicate copy of the purchase receipt, to be stapled to the *Customer Home Delivery Form*

Step 3 – Complete the Customer Home Delivery Form

- a) Open the *Home Delivery Program Binder* to access the *Customer Home Delivery Form*, as pictured below
- b) An Associate must complete the first two sections of this form with the

- customer's assistance
- c) The customer must provide their scheduled delivery date and time and sign the form once completed.
- d) Both the Customer and the Associate must inspect each piece of merchandise being delivered and note the merchandise condition on the form
- e) If the customer requests a copy of the form, Store Management can make a copy of the form using the store printer
- f) Keep all completed *Customer Home Delivery Forms* in the *Home Delivery Program Binder* for a rolling 30-day period. Archive all aged forms in the Cash Office.

Step 4 – Apply Delivery Service Customer Label & Securely Store Merchandise

- a) Use the **Home Delivery Referral Program Binder** to access the *Delivery Service Customer Label*
- b) Apply a Delivery Service Customer Label to each piece of paid merchandise that is ready for DSP pickup and place the merchandise in a secure holding area off the sales floor

Pickup/Closeout Procedure

Once a Delivery Service Provider Representative ('Driver') has arrived on-site to pick up a customer order, stores must follow these steps to complete the process.

Step 1 – Validate DSP Representative's Identity

- a) The Driver will enter through the stores front entrance and will ask for the 'Manager on Duty' (MOD)
- b) The MOD must request ID confirmation and validate that the Driver works for the correct DSP.

Step 2 – Support the DSP Representative with Merchandise Pickup

- a) The Driver will present all necessary delivery pickup details through the Provider's mobile app or via a printed manifest.
- b) The MOD must verify the correct items are being picked up by comparing the Customer name, Address, Confirmation Number and the merchandise details
- c) Both the Driver and MOD must inspect the condition of all merchandise being picked up for delivery. The Driver may take photos of the merchandise for customer confirmation.
- d) The Driver must complete and initial the Delivery Provider section of the

Customer Home Delivery Form

- e) The MOD will provide the Driver with a copy of form and retain the original form in the *Home Delivery Program Binder*







At no time should an Associate or Manager deliver merchandise to a customer's home.

If a customer chooses to return their merchandise prior to the delivery pickup and within 30 days, instruct the customer to contact the DSP to request a delivery cancellation, complete a full refund back to original form of payment, and return the merchandise back to the sales floor.

If a customer cancels their delivery service, the store may not receive a notification that the delivery is cancelled. Customers have up to 7 business days from the date of purchase to coordinate a delivery or pickup of their merchandise before the merchandise is subject to being returned by the MOD, with a full refund back to the original form of payment.

Form & Label Examples

Customer Home Delivery Form

     		TRACKING # _____
Customer Home Delivery Form		
Customer Name _____		
Address Line 1 _____		
Address Line 2 (Apt #, Floor) _____		
City _____		
State & Zip Code _____		
Home Phone/Cell Phone _____		
Email Address _____		
Requested Day & Date of Delivery _____		
Requested Delivery Time _____		
Special Instructions: Please Indicate YES, NO or NA (Not Applicable) below		
Is it okay to leave package with Doorman?	Are there Elevators or Building Restrictions?	
Is Certificate of Insurance required for your address? (requires 24 hour turnaround time)	Property Manager Phone #	
Are there flights of stairs?	Other Special Instructions:	
For Store Use Only		
Service Type: (Next Day/Future)	Delivery Fee Charged:	
Sales Associate Name:	Transaction Total:	
Transaction Number:	Delivery Confirmation #:	
Number of Pieces:	Delivery Cost (optional):	
List/Note Any Damage:		
For Delivery Provider Use Only		
Received By:	Date/Time of Pickup:	
Number of Pieces:	Special Instructions:	
<small>Terms and Conditions – The delivery services are being provided to customer by a third-party delivery service. Only goods purchased from this TJX store are eligible for delivery. TJX (including, without limitation, its affiliates, subsidiaries, and corporate parent) shall not be responsible for any loss or damage, including items which may be lost or damaged during the delivery. In the event of any claim for loss or damage, you agree to look solely to the delivery company which delivers the goods. Certain times are not eligible for delivery (i.e. fine jewelry). The three/five hour time frame is only an estimate and delivery is subject to delay for reasons beyond the delivery company's reasonable control. Other terms and conditions may apply. Please see a store associate for details. For any comments, please contact TJX Customer Service at 1-800-285-6289.</small>		
Customer Signature _____		
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Tracking # is the last 4 digits of the Transaction #

Associate & Customer complete top two sections.

Customer will provide this information to Delivery Service Provider when scheduling delivery.

MOD completes the "Store Use Only" section

Delivery Provider completes the bottom section

Customer reviews Terms & Conditions and signs form. Copies can be made upon request

Delivery Service Customer Label

DELIVERY SERVICE CUSTOMER LABEL	
     	
BILL OF LADING #: _____	
CUSTOMER'S LAST NAME: _____	
# OF PACKAGES: ____ OF ____	
ASSOCIATE INITIALS: _____	DATE: _____

Complete all blank fields on the label

Bill of Lading # is the last 4 digits of the Transaction #

Place a label on each item to be delivered

PROVIDER COVERAGE & SERVICE

All TJX U.S store locations are assigned a Delivery Service Provider by State, with each DSP covering a specific group of States and providing full **geographic and cross-banner** coverage for each State they cover.

Delivery Service Provider Coverage (as of 8/2024)

Provider Name	States Awarded
AIT (Select Express)	AL, AR, ID, IN, KY, LA, ME, MI, MS, MT, NE, NH, NM, NY, NC, ND, OK, OR, PA, SC, SD, TN, UT, VT, WA, WV, WI
Lugg	CO, CT, DE, GA, MA, RI, TX
Go Share	AZ, CA, FL, IL, KS, MD, MN, MO, NV, NJ, OH, VA

Same Day/Next Day Service

Each Delivery Service Provider can offer either Same Day Delivery (SDD) service or Next Day Delivery (Future) service, dependent on the following considerations:

- 1) Time of Request - the request for delivery must be completed prior to 2:00 p.m. (local time) to be considered for SDD
- 2) Merchandise Type & Quantity – types of items to be delivered and total quantity of items to be delivered
- 3) Merchandise Size & Weight – dimensions and total weight of all items to be delivered
- 4) Store Pickup Location – geographic location of TJX store and availability of eligible drivers in that location
- 5) Destination Location – geographic location of customer's delivery destination and availability of eligible drivers in that location/round trip area

When the customer contacts the DSP, the Provider will inform the customer which type of delivery service is available for their destination address. Not all stores and destination locations may always be available for Same Day Delivery.