



## HOME DELIVERY REFERRAL PROGRAM

### SERVICE PROVIDER CONTACT LIST & ESCALATION GUIDE

#### **SELECT EXPRESS/AIT LOGISTICS**

Customer Service Telephone#: 1-866-939-7737  
Customer Service Email: **info@selectexp.com**  
Escalation Contact: **Dwight Manning** email: dmanning@selectexp.com

#### **LUGG**

Customer Service Telephone#: 1-801-520-3744  
Customer Service Email: **partners@lugg.com**  
Escalation Contact: **Jordan Brown** email: jordan@lugg.com

#### **GO SHARE**

Customer Service Telephone#: 1-800-484-3157  
Customer Service Email: **customerservice@goshare.co**  
Escalation Contact: **Sean Peek** email: sean@goshare.co

If a store experiences an issue with a delivery order and/or delivery driver, receives a customer complaint about a past delivery, or has any other concerns, they must first contact the appropriate provider using their customer service telephone number or email address listed above. If a store continues to experience an issue, the *Manager on Duty* may reach out to the Delivery Service Provider's *Escalation Contact* to seek a resolution. For all further escalations, stores must reach out to their District Manager.

District Managers will then partner with their Region Admin, who will work with Store Operations to support a final resolution.