Conference Delivery Information - 2026

What is the name and contact information of the company that makes our deliveries?

Our delivery company is named *Road Heights Transportation*.
(414) 517-4757 (Jeremy) roadheightstransportation@gmail.com

What are the costs of Curbside delivery and Inside delivery, and how many pieces of furniture get delivered for that charge?

Curbside delivery is $100 for up to 4 pieces of furniture. (+$10 for each additional piece)

Inside delivery is $120 for up to 4 pieces of furniture. (+$10 for each additional piece)

Note: If a client is given $120 for inside delivery and they get 6 items, it is up to the client to pay the $20 difference. If you want the client to be able to get more than 4 items without having to pay the difference, you should put a higher amount for delivery on the Cares form. (e.g. $140 for 6 items or $160 for 8 items). You will only be charged for the number of pieces that were actually purchased, not the $ amount listed on the voucher.

What constitutes 4 items? For example, is a Kitchen Table and 4 chairs 1 item?

A Kitchen Table and 4 chairs is considered 1 item. A sofa, dresser, desk, end table, TV stand, upholstered chair, bookcase, filing cabinet, etc. are all considered 1 item each.
A TWIN or FULL complete bed (Mattress and Platform Foundation) is counted as 1 item.

Note: If a conference is just giving mattresses only (no foundations) 2 mattresses would count as 1 item, 4 mattresses would count as 2 items. Same applies to Platforms only.

What is the difference between Curbside delivery and Inside delivery?

Curbside delivery means that the delivery company will deliver the client's furniture to their home and the client will meet the delivery people at their truck. The delivery people will unload the client's furniture off the truck and then it is the responsibility of the client to get all their items into their home themselves.

Inside delivery means that the delivery company will deliver the client's furniture to their home, unload it off the truck, and deliver it inside the client's home. Any delivery past the 2nd floor will require that the building has an elevator. *Note*: The delivery company will bring all their items inside the client's home however they do not set anything up for the client.

If a client is paying for their own delivery, how do they set it up?

The client will go to the store, pick out what furniture they want, and before ringing up the sale, they will need to contact the delivery company themselves to schedule their delivery. All of the details, including what the client agrees to pay for the delivery, are handled directly with the delivery company. No payment is collected at the store. There is no store involvement other than the storing of the client's merchandise until it is delivered.

What is the delivery procedure if the client is only receiving beds, no other furniture?

For beds only delivery you should fill out the Saturday Bed Delivery Form and email it to: beds@svdpmilw.org
$60 for Curbside delivery of up to 2 complete beds (+$5 for each additional bed)
$80 for Inside delivery of up to 2 complete beds (+$5 for each additional bed)

What days of the week are Conference deliveries made?

Conference deliveries are made from each location on Wednesdays and Thursdays. Bed only deliveries are made on Saturday.

Note: Clients paying for their own delivery may get their delivery done on a different day based on what was agreed upon between the client and the delivery company.

NOTES:

At the time of purchase clients will receive a Delivery Information sheet that gives them a specific date and time for their delivery, descriptions of what type of delivery they are getting (Curbside or Inside) and the contact information for the delivery company.
Once the delivery is scheduled, any questions or concerns regarding their delivery should be directed to the delivery company and not the store.

The delivery company will call the client on the day of the scheduled delivery and let them know what time they will be arriving at the client's home.
If the delivery company is unable to contact the client on the day of their scheduled delivery, the delivery attempt will not be made and will need to be rescheduled.

When the delivery company contacts the client and they say that they will be home at the agreed time, if the delivery company arrives and no one is there to receive the delivery, the merchandise will be returned to the store, and the conference will be charged for the delivery. It will be up to the conference to decide whether they want to pay for an additional delivery, require that the client pay for it, or cancel the delivery all together.

It is up to the client to make sure any furniture items they choose will fit inside their home. Any items that are oversized or won't fit in a client's home are the responsibility of the client. The delivery company is not required to return any items to the store, however if they do bring any furniture back the item will be forfeited and donated back to the Society.

The delivery company does not remove any unwanted furniture or beds.

All deliveries that are made above the 2nd floor of a building require that there is a working elevator available for use by the moving company.

If a piece of furniture were to get broken during delivery it will be replaced by the store and re-delivered to the client at no cost to the conference.

If you have additional questions, please contact the store manager at one of our stores:

Bradley - 8010 N. 76 St. (414) 363-8099 - Ross Tessmer
Greenfield - 4476 S. 108 St. (414) 377-9077 – Tona Goddard and Codey Lembck
Lincoln - 2320 W. Lincoln Ave. (414) 672-2040 - Mark Dimeo