



WHAT FURNITURE RETAILERS NEED FROM LOGISTICS PROVIDERS

The 5-Year Outlook

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ABOUT HAVERTYS

Haverty Furniture Companies, Inc.

NYSE: HVT | Founded 1885 | Atlanta, GA

130

showrooms across
17 states

\$759M

net sales in 2025
up 5% year-over-year

Design services: 35% of sales | Zero funded debt | Q1 2026 comp-store sales +4.3%

Founded 1885 | RDCs feed HDCs feed a company-owned delivery fleet | Delivery is a brand experience | No Free Home Delivery



FURNITURE IS THE **HARDEST CATEGORY** IN LOGISTICS



BIG & BULKY

- Oversized, heavy freight
- Breaks parcel networks



FRAGILE

- Glass & finishes damage easily
- Every touch is a risk



HIGH-TOUCH

- In-home placement & assembly
- Not a box at the door



HIGH-RETURN

- Costly, slow returns
- Hard to resell

Every one of these challenges lands on the supply chain team. Solving them is the opportunity.

Furniture Logistics Under Pressure



53%

of total shipping cost
is last-mile delivery



15%+

of retail price consumed
by logistics costs



5–8%

average damage rate
during furniture transit

Supply chains are being relentless disrupted — tariffs, geo-politics, economic disruptions, weather related issues, labor challenges, strikes, pandemics, wars, bottlenecks, and demand swings make it imperative to outmaneuver uncertainty

THE FIVE-YEAR MANDATE

5 THINGS RETAILERS NEED FROM YOU

From inbound containers to the customer's living room — the capabilities that will define winning partnerships.

01

WHITE-GLOVE LAST MILE, **AT SCALE**

White-glove services market projected at \$25B by 2025, growing 8.5% CAGR



Premium Delivery IS the brand – the new baseline

Last human touchpoint — one bad drop erases the showroom.

Room-of-choice & assembly

Placement, assembly, debris removal — not curbside.

Scheduling that respects the customer

Tight windows and live ETAs are now table stakes.

90%

customer satisfaction with white-glove service

45%

increase in room-of-choice placement requests

70%+

willing to pay for premium installation & haul-away

96%

shop again after a positive delivery experience

02

REAL-TIME VISIBILITY, DATA INTEGRATION PREDICTIVE INTELLIGENCE

One order, one truth

One live status, PO to porch — no silos.

API-first integration

Plug into our OMS, WMS, storefront — not batch files.

Predict, don't just report

AI ETAs and alerts: tell customers before they ask.

90%

customers demand real-time tracking of orders

70%

Top 3PLs use AI for predictive intelligence

13%

Average reduction in logistics costs with AI

3X

Disruption frequency since 2020

03

BIG-AND-BULKY CAPACITY & FLEXIBILITY



Capacity that scales with peaks

Surge capacity on demand for peak seasons.

A flexible network, not one model

Mix models by lane — daily, regional hub, cross-dock, agent, pool.

Asset-light when it counts

Grow into new markets without owning every truck.



Route Optimization

Reduces fuel costs by 12%



Dedicated Fleets

40% fewer damage claims vs LTL



Multi-Warehouse

Get closer to the market



AI Planning

Manual routing fails at higher drops

Source: Illustrative figure based on seasonal freight-volume patterns and AHFA member input (2026).

04

RESILIENT INBOUND LOGISTICS



From overseas factory to U.S. DC

Own the full inbound chain — against all odds.

See the container, port to door

Port, ocean and drayage all together are key to keeping items in stock

Build in redundancy

Alt ports, near-shoring, buffer stock absorb shocks.

66%+

of U.S. furniture is imported —
inbound resilience matters!

05

SUSTAINABILITY & REVERSE LOGISTICS



Returns are a second supply chain

Returns need their own network: inspect, refurbish, restock.

Sustainability is a buying criterion

Customers and boards now ask about waste and emissions.

Turn reverse flow into value

Refurbish-and-resell and take-back recover margin.

93%

of furniture follows a linear take-make-waste model

8%

of global manufacturing emissions from furniture

10%

Furniture returns online vs 3% in-store

3X

return logistics costs up to original shipping

KEY TAKEAWAYS

The Logistics Partner of 2031



White-Glove Is Table Stakes

Room-of-choice placement, assembly, installation, and haul-away are baseline expectations, not premium add-ons.



AI-First, Not AI-Adjacent

Logistics providers must embed AI into core operations — from predictive routing to autonomous exception management.



Flexibility with efficiency

A network built on efficiency that has the flexibility to manage lumpy demand and outmaneuver uncertainty and make it a competitive advantage



Returns Create Revenue

Reverse logistics is a \$62.5B untapped opportunity. AI triage and value recovery turn costs into competitive advantage.



Visibility Drives Efficiency

Real-time, predictive supply chain visibility reduces costs by 12.7% and cuts inventory levels by 20.3%.

WHAT GOOD LOOKS LIKE BY 2031

The supply chain designed for 2020 has structural vulnerabilities in 2026. — McKinsey

TODAY



Fragmented carriers, manual handoffs



Status by phone call and spreadsheet



Delivery seen as a cost center



Returns and waste as pure loss



BY 2031

One integrated big-and-bulky network,
orchestrated end to end with flexibility to handle
demand with the customer in mind

Live, predictive visibility from container to living
room with AI native operations and execution

Delivery as a brand-defining, repeat-purchase
driver enabling the customer experience

Circular reverse logistics that recovers value - from
last mile and back

THE RETAILERS WHO WIN WILL HAVE **LOGISTICS** **PARTNERS WHO LED**



INVEST AHEAD

Capacity, crews and tech in place before we ask.



INTEGRATE DEEPLY

Share data both ways.
Partner, not vendor.



OWN THE OUTCOME

Measured by the customer's living room.

The next five years won't be won in the showroom. They'll be won on the boat, on the truck, in the warehouse, and in her living room.

THANK YOU

Let's build the next five years together.

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