



Delivery Logistics

Our entire business has been built upon being able to move books in bulk to meet the needs of authors, publishers, and organizations. It is a high-volume, high-touch service we excel at.

In a world of increasing automation and frictionless transactions, Porchlight is dedicated to providing human service and a human touch to ensure our customers' unique needs are being met. Other booksellers can fulfill single copy book orders quickly and easily—and have even expanded that service to every other product under the sun to become “The Everything Store.” But have you ever tried asking them to ship internationally or have a shipment delivered on a truck with a liftgate? Or if they can do a bindery shipment for you to get books to a conference a day or two early? Or if they can get 500 copies delivered to the hotel all at one time in one piece—on a specific day because the hotel doesn't have the space to hold books for you—and make sure they've been signed by the author before they arrive? Have you ever tried to find a human being within the company to even talk to?

Our business model remains predicated on real people with real experience moving large quantities of one thing—books—around the world and being able to do so in any circumstance and within very tight delivery windows. Although we offer an array of high-touch services to compliment it, we are the “Really Great at One Thing—Moving Books in Bulk—Store.” We are the people you call when you have a bookselling conundrum to solve, when an order requires a lot of contact—with vendors, with shipping companies, and with the end customer—and care. What we do requires people with specific knowledge and experience, people who know how to get books from point A to point B, or point B to points C and D, which is an expertise our team has spent decades acquiring.

Events Logistics

Delivering a large quantity of books to an event often requires a great attention to detail, from knowing exactly when they need to arrive to how they're getting off the truck. We have real human beings who know how to attend to those details.

Staggered Shipping

The great advantage of buying books in bulk is the additional discount that comes when ordering higher quantities, but unless you have space to store books and logistics to ship them, you most likely need to order smaller quantities on a need-by basis. We help square that circle by allowing you to purchase all your books at once, and ship them over time.

International Shipping

In a single word, yes, we ship internationally. We make it as simple as possible while also acknowledging that—while we pride ourselves attention to detail—there are details in like customs, duties, and taxes, that require attention from the addressee.

“

In a world where people make a lot of promises and don't follow through, I can always count on them to get the books where I need them, on time. Porchlight is one of the very few services that truly works.

WE HAVE UPDATED OUR PRIVACY POLICY. [CLICK HERE TO READ OUR FULL POLICY.](#)

[ACKNOWLEDGE & CLOSE](#)

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HARRY KRAEMER - AUTHOR, BECOMING THE BEST

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FAQ

Delivery Logistics

- CAN YOU DELIVER BOOKS TO A HOTEL? +
- CAN I GET TRACKING INFORMATION FOR MY ORDER? +
- CAN YOU SHIP MY ORDER TO MORE THAN ONE LOCATION? +
- IF I PRE-ORDER A BOOK, WILL IT BE DELIVERED ON THE RELEASE DATE? +
- DO YOU SHIP TO [INSERT COUNTRY NAME] COUNTRY? +
- WHICH DELIVERY CARRIERS DO YOU USE? +
- WHY ARE INTERNATIONAL SHIPPING RATES SO EXPENSIVE? +
- HOW LONG DOES INTERNATIONAL DELIVERY TAKE? +
- WHAT INFORMATION IS NEEDED FOR CUSTOMS FORMS? +
- IS MY INTERNATIONAL ORDER TRACKABLE? +
- IF MY ORDER HAS ALREADY SHIPPED, CAN I CHANGE MY SHIPPING ADDRESS? +
- CAN I USE MY UPS OR FEDEX ACCOUNT TO SHIP MY ORDER? +
- DO I HAVE TO PROVIDE A PHONE NUMBER FOR MY ORDER? +
- WHY IS MY INTERNATIONAL ORDER TAKING SO LONG TO DELIVER? +
- WHAT IS THE BENEFIT OF CHOOSING PORCHLIGHT FOR SHIPMENTS TO CANADA? +



How can we help?

Aaron Schleicher, our Sales & Authors Services Director, is happy to answer your questions.

414-220-4459 | aaron@porchlightbooks.com

NAME*

EMAIL*

HOW CAN WE HELP?*

SEND

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ACKNOWLEDGE & CLOSE

- [DO YOU SHIP TO \[INSERT COUNTRY NAME\] COUNTRY?](#) +
- [WHICH DELIVERY CARRIERS DO YOU USE?](#) +
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