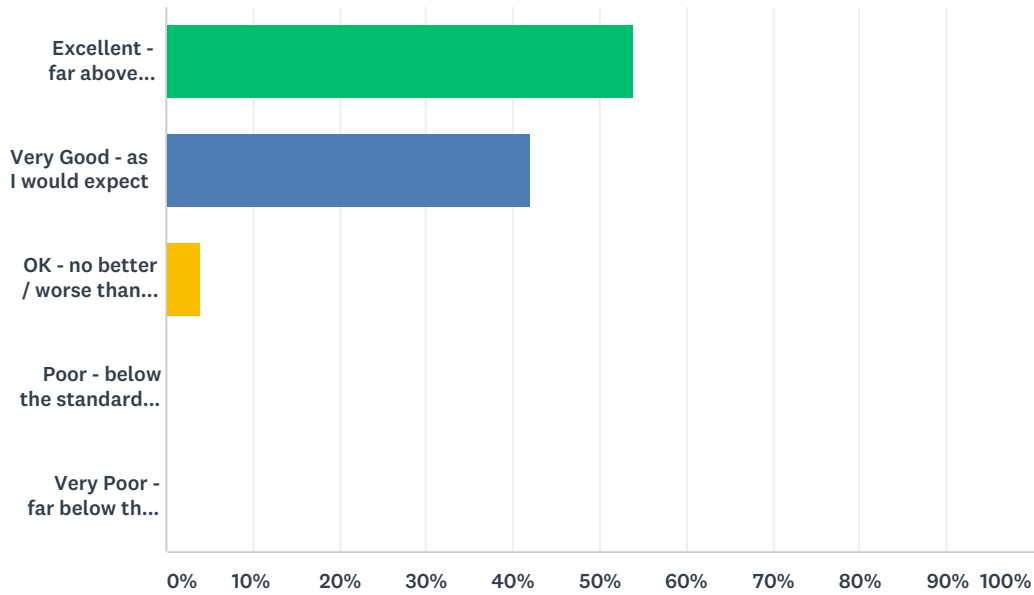


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	53.99%	176
Very Good - as I would expect	42.02%	137
OK - no better / worse than other delivery companies	3.99%	13
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		326

#	COMMENTS IF ANY	DATE
1	Far beyond customer service of any other company that I have used in the last year.	1/28/2018 12:48 PM
2	They telephoned to arrange delivery the day before I was expecting it, which was great	1/28/2018 12:31 PM
3	Very efficient and helpful to get the phone call on the day	1/28/2018 6:53 AM
4	Very good	1/27/2018 1:45 PM
5	Guys we're great. Very helpful an professional	1/27/2018 1:14 PM
6	The two chaps who delivered and collected were so lovely and so helpful	1/27/2018 1:11 PM
7	I was unable to accept delivery due to a delay in building works and Ash Logisuics were very accommodating and unerringly professional and polite in rescheduling dates.	1/26/2018 9:56 PM
8	Delivered in designated time slot and very assisting	1/23/2018 11:33 AM
9	Very polite	1/20/2018 11:06 AM
10	Drivers very friendly	1/20/2018 9:58 AM
11	Friendly, helpful & respectful chaps.	1/20/2018 9:15 AM

Ash Logistics Customer Satisfaction - January 2018

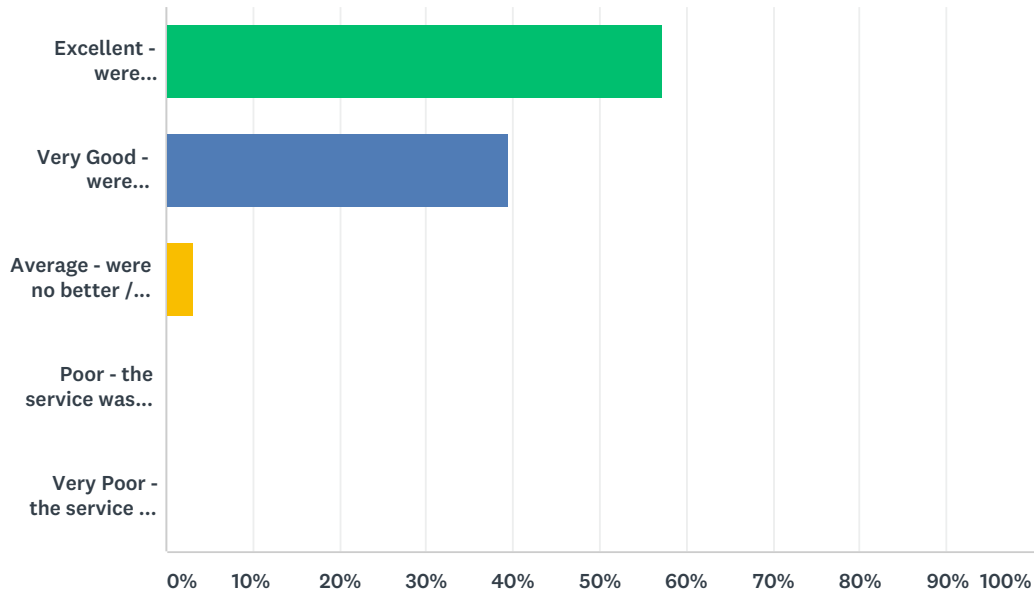
12	Called me the day before, gave me a 1.5 hour time slot and informed me the driver would call me on the day which he did!	1/20/2018 8:17 AM
13	Great communication and ready to assist to ensure the item was delivered conveniently to suit us.	1/20/2018 7:59 AM
14	All good - some companies give you the option to change date/time to a more suitable day. This wasn't given as an option on the email.	1/20/2018 7:45 AM
15	Lovely guy delivered my mirror very kind	1/19/2018 11:17 AM
16	narrow delivery window agreed in advance v helpful	1/19/2018 10:53 AM
17	kept us so well informed throughout the day	1/19/2018 10:46 AM
18	In view of the delivery cost would expect to be a quicker service than the 10-15 day terms	1/19/2018 10:05 AM
19	So helpful kept informed on times	1/19/2018 9:58 AM
20	Very friendly & efficient service. prompt replies to text messages to arrange delivery, even when contacting the office outside normal working hours for most other delivery companies	1/18/2018 9:04 PM
21	Although the date I was given was wrong	1/18/2018 6:28 PM
22	Lovely, friendly delivery guy.	1/18/2018 3:38 PM
23	very polite and helpful	1/17/2018 10:51 AM
24	Excellent communications both in email, phone calls and face to face with delivery man.	1/16/2018 10:50 AM
25	It was delivered to a shipping company so not sure	1/16/2018 9:44 AM
26	Very helpful and phoned prior to arrival as requested	1/14/2018 7:26 PM
27	On time, was notified in advance as requested, friendly & helpful	1/13/2018 6:38 PM
28	Really good the way they call and one can know when coming..	1/12/2018 10:29 PM
29	you accommodated the fact we couldn't be in for the full delivery slot and worked around it	1/12/2018 10:01 AM
30	Helpful and informative	1/12/2018 9:51 AM
31	Took a while to arrange delivery outside of "usual" time slots for the area.	1/12/2018 9:33 AM
32	Friendly helpful drivers. Called before delivery to confirm when they would arrive.	1/12/2018 9:32 AM
33	Prompt & efficient	1/11/2018 9:17 AM
34	Great friendly guys	1/10/2018 10:00 PM
35	v nice strong delivery man	1/10/2018 9:24 PM
36	Excellent communication throughout	1/10/2018 4:41 PM
37	Really polite staff	1/10/2018 4:18 PM
38	I was delighted to receive a message with the estimated delivery time on the day - it would have been helpful to know in advance that you would do this.	1/10/2018 1:37 PM
39	Particularly appreciated the early morning slot that fitted around my job	1/10/2018 1:10 PM
40	Date for next day weekend delivery given and helped prioritise my delivery as I could only do within specific times	1/10/2018 12:48 PM
41	More advance notice by the driver would be helpful say 2hrs.	1/10/2018 12:35 PM
42	really appreciated the phone call confirming all	1/7/2018 9:21 AM
43	very organized and professional.	1/4/2018 4:23 PM
44	I had to wait until the last days to understand what day it would arrive. It's very difficult to arrange to be in with a couple of days notice.	12/22/2017 9:59 AM
45	I liked the fact that the driver rang ahead to say he was on his way and that the sofa arrived at the beginning of the time line promised.	12/21/2017 8:49 PM
46	They were very agreeable in arranging a convenient delivery time/day	12/21/2017 8:05 PM
47	Great communication - really helpful	12/21/2017 5:34 PM

Ash Logistics Customer Satisfaction - January 2018

48	Polite, well informed and very easy to deal with.	12/21/2017 3:17 PM
49	Polite, friendly and on time!!	12/21/2017 3:06 PM
50	Very quick service. Kept well informed.	12/21/2017 2:40 PM
51	Second delivery by Ash Logistics, again polite and friendly staff	12/21/2017 2:15 PM
52	Phoned in advance and very helpful	12/21/2017 2:02 PM
53	Rang to check I receivers emails..	12/21/2017 1:53 PM
54	Rearranged delivery to a different address at short notice which was very helpful	12/21/2017 1:45 PM
55	Very friendly and presentable delivery team	12/21/2017 1:33 PM

Q2 How would you rate the quality of service from Ash Logistics delivery crew in carrying out your delivery / collection?

Answered: 324 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	57.41%	186
Very Good - were professional to a level I expect	39.51%	128
Average - were no better / worse than other delivery companies	3.09%	10
Poor - the service was below that I which expect	0.00%	0
Very Poor - the service was far below that I which expect	0.00%	0
TOTAL		324

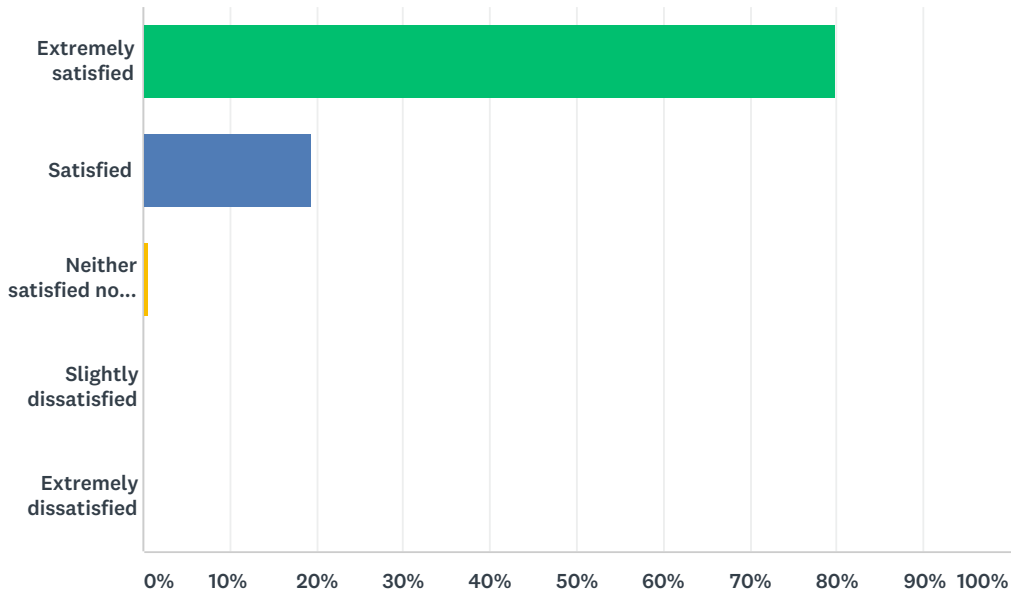
#	COMMENTS IF ANY	DATE
1	pro-active team kept me well informed of schedule - accepted directions over the phone and waited for the key-holder to arrive as they arrived a little earlier than expected.	1/28/2018 5:46 PM
2	Very nice and helpful men	1/28/2018 3:31 PM
3	The guys were great, rang when one hour and then 15 minutes away. They even moved my old sofa out of the room before bringing in the new one.	1/28/2018 2:35 PM
4	They were friendly, contacted me when they said they would (one hour before delivery) and were super helpful on arrival.	1/28/2018 12:48 PM
5	Delivered by 2 very helpful and professional young men	1/28/2018 12:31 PM
6	The delivery guys were lovely, friendly and efficient	1/27/2018 4:54 PM
7	Just so helpful no hassles	1/27/2018 1:14 PM
8	kindly rang me and waited when I missed their call	1/24/2018 2:08 PM
9	I'm recovering from surgery and they were so kind and helpful.	1/20/2018 11:11 AM
10	Called an hour before arrival as I had asked. Arrived on time too.	1/20/2018 9:15 AM

Ash Logistics Customer Satisfaction - January 2018

11	Called me to say he'd be arriving in Apprix 45 mins. Asked me where I'd like the furniture and removed all the packaging. Very polite	1/20/2018 8:17 AM
12	We weren't actually there to receive the item so can't make full comment, but the parcel was left discreetly as we had requested	1/20/2018 7:59 AM
13	Very helpful	1/19/2018 10:46 AM
14	Brilliant. Phoned on route. And really helpful when there. Would def recommend	1/19/2018 9:58 AM
15	1 delivery guy excellent	1/18/2018 6:28 PM
16	very polite and helpful delivery men	1/17/2018 10:51 AM
17	Assume all was fine when received by shipping company	1/16/2018 9:44 AM
18	Verey polite and helpful	1/14/2018 7:26 PM
19	As above	1/13/2018 6:38 PM
20	Driver helped husband carry the bench upstairs	1/12/2018 10:01 AM
21	Good communication	1/12/2018 9:51 AM
22	See above	1/12/2018 9:32 AM
23	polite service men	1/11/2018 1:20 PM
24	First class	1/11/2018 9:17 AM
25	I wasn't there to witness the delivery but my instructions were followed perfectly :)	1/10/2018 4:41 PM
26	Good communication	1/10/2018 4:18 PM
27	Very polite. Carried heavy box upstairs. Offered to take off shoes.	1/10/2018 1:10 PM
28	Helpful, friendly and brought item to room required	1/10/2018 12:48 PM
29	top guys	1/7/2018 9:21 AM
30	Very nice and helpful guys.	1/4/2018 11:54 AM
31	Can't comment as parcel was delivered next door	12/21/2017 9:09 PM
32	They delivered to my son's flat and I was not there	12/21/2017 8:05 PM
33	collection time arranged around my working hours & crew were waiting outside	12/21/2017 5:52 PM
34	Very efficient and careful in handling the furniture.	12/21/2017 3:17 PM
35	Polite nice crew.	12/21/2017 2:40 PM
36	Delightful and helpful chaps delivered. Much appreciated!	12/21/2017 2:25 PM
37	Rang to say arriving..	12/21/2017 1:53 PM
38	Phoned in advance of delivery and time slot allocated and maintained	12/21/2017 1:33 PM

Q3 Overall, how would you rate your experience of dealing with Ash Logistics ?

Answered: 325 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely satisfied	80.00%	260
Satisfied	19.38%	63
Neither satisfied nor dissatisfied	0.62%	2
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		325

#	COMMENTS IF ANY	DATE
1	I just wish every delivery company delivered the same impeccable delivery service as Ash Logistics. Please take over deliveries for all other major retailers (eg Loaf!!)	1/28/2018 12:48 PM
2	Thanks	1/27/2018 1:14 PM
3	Helpful friendly staff and service	1/27/2018 12:16 PM
4	Excellent service.	1/20/2018 9:15 AM
5	A fantastic company	1/19/2018 11:17 AM
6	Miles above other delivery companies. Thank you	1/19/2018 9:58 AM
7	Great communication and very accommodating. Thank you	1/19/2018 9:52 AM
8	Very helpful delivery man no problem when I asked if he could bring parcel around the back so helpful	1/17/2018 8:02 PM
9	Very professional one of the best I have used	1/17/2018 10:51 AM
10	Excellent service all round. Thank you.	1/16/2018 6:33 PM
11	liked the emails	1/14/2018 9:19 PM

Ash Logistics Customer Satisfaction - January 2018

12	Stick with them, wish all delivery companies were the same as Ash	1/14/2018 7:26 PM
13	As above	1/13/2018 6:38 PM
14	very polite and helpful - good install of bed	1/12/2018 11:04 AM
15	Always pleasant and professional	1/12/2018 9:51 AM
16	Good communication prior to delivery, felt more personal than dealing with other courier / delivery companies. The team who delivered my console table were very professional, helpful and friendly.	1/12/2018 9:38 AM
17	Took a while to arrange delivery outside of "usual" time slots for the area.	1/12/2018 9:33 AM
18	Very pleased. Great communication and professional service. Very happy.	1/10/2018 5:09 PM
19	I'd love it if all companies I ordered from used you!	1/10/2018 4:41 PM
20	Contacted me prior to delivery ... excellent service thank you	1/10/2018 4:18 PM
21	Pleasant guys. Unwrapped and put mirror in the room of my choice. Tidy and courteous. Very good.	1/10/2018 1:17 PM
22	Would have liked to feel I had a bit more time to inspect the item . Felt a bit rushed	1/10/2018 1:13 PM
23	Delivery team did a great job. Excellent value considering the quality of service provided.	1/10/2018 12:30 PM
24	Really liked the sense of collaboration to achieve the best delivery result for both parties.	1/7/2018 11:15 PM
25	top guys	1/7/2018 9:21 AM
26	very helpful, phoning to confirm deliver time and carrying delivery into the house.	1/6/2018 10:48 PM
27	Both delivery people were delightful, punctual and professional	1/4/2018 11:08 PM
28	Delivery drivers polite and communicated well on timings etc	1/4/2018 8:07 PM
29	Thank you	1/4/2018 3:50 PM
30	Great communications	12/21/2017 9:52 PM
31	We were very pleased to be telephoned with the exact time of delivery, and were impressed with how efficiently and fast the furniture was delivered	12/21/2017 3:52 PM
32	Before Christmas you were fantastic.	12/21/2017 2:40 PM
33	Unfortunately mirror was broken when unboxed.. Awaiting for COX AND COX to respond..	12/21/2017 1:53 PM
34	Could have taken away packaging	12/21/2017 1:36 PM