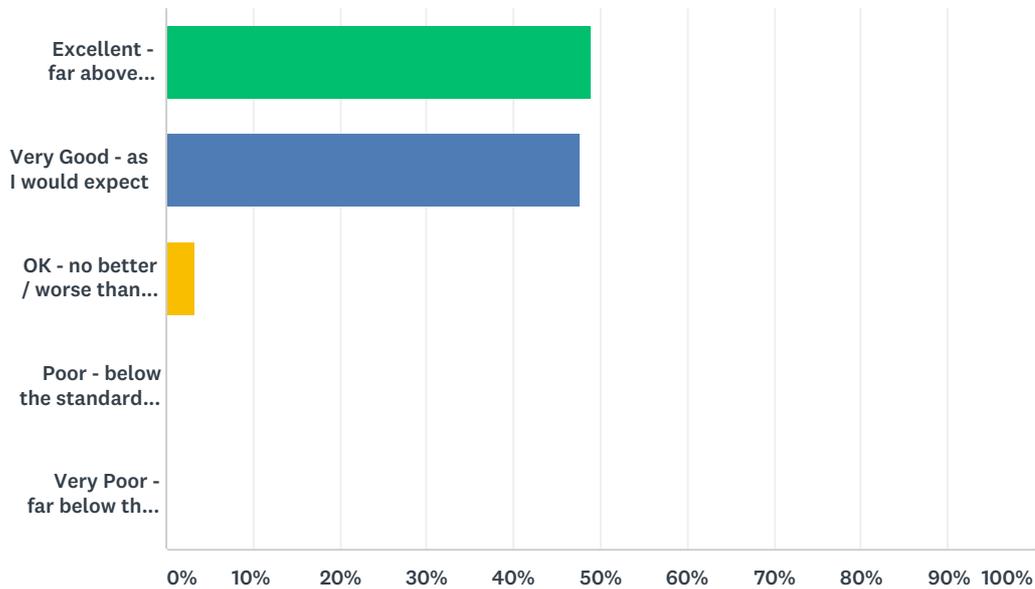


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 934 Skipped: 2



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	48.93% 457
Very Good - as I would expect	47.75% 446
OK - no better / worse than other delivery companies	3.32% 31
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	934

#	COMMENTS IF ANY	DATE
1	friendly team	7/1/2019 9:27 AM
2	Fab - communication was spot on	6/30/2019 9:40 PM
3	Clear information from the initial email. Quick response back as well.	6/30/2019 4:53 PM
4	Very helpful	6/29/2019 8:08 PM
5	Brilliant	6/29/2019 7:19 PM
6	No issues all good	6/29/2019 5:39 PM
7	I asked to have delivery later than slotted time and they did so	6/22/2019 4:43 PM
8	I was disappointed that they only did runs to my area on certain days - after all we had paid a substantial delivery charge. Plus despite me telling them days I could not do, I was offered those days!	6/18/2019 4:54 PM
9	Very friendly staff	6/17/2019 10:55 PM
10	Could not book the delivery appointment on the day of purchase, not enough info about delivery upon purchase	6/16/2019 8:44 PM
11	Item arrived earlier than expected with no notification	6/14/2019 4:02 AM
12	Great communication! A personal service. Received a call in reply to my email. Just brilliant!	6/13/2019 9:14 PM
13	The team were professional and very helpful	6/13/2019 11:01 AM

Ash Logistics Customer Satisfaction - Spring 2019

14	Nice to get what felt like a more personal email.	6/12/2019 5:35 PM
15	It took a week to let me know a delivery date	6/12/2019 5:20 PM
16	So helpful after it was difficult to take time off work. They really worked around my needs! Thank you	6/12/2019 5:00 PM
17	I had used Ash Logistics before so knew they were efficient	6/12/2019 4:43 PM
18	the fact we had a real human reaching out, and we could get in contact so quickly, was so great. Real nice change from other couriers.	6/12/2019 4:09 PM
19	Was kept informed from start to finish	6/12/2019 3:54 PM
20	Very friendly delivery men and good communication over phone.	6/12/2019 3:27 PM
21	Your guys were very helpful, Dan I think	6/12/2019 3:22 PM
22	Rung 1 hour ahead of arrival	6/12/2019 3:16 PM
23	Great communication	6/11/2019 3:36 PM
24	Very helpful staff indeed.	6/11/2019 9:40 AM
25	Personal approach, phone call etc	6/10/2019 10:15 AM
26	Nice to have a number to ring and speak to someone about delivery rather than an automated service	6/9/2019 8:25 PM
27	Always detailed when you would be arriving, kept in touch and delivery van drivers went above and beyond	6/9/2019 6:04 PM
28	Great communication and delivered as promised	6/9/2019 6:04 PM
29	Very efficient quick response to my emails	6/9/2019 4:43 PM
30	Delivery was quick. Great communication so I knew exactly when to expect them and they were punctual.	6/9/2019 10:40 AM
31	communication and flexibility re delivery time	6/9/2019 8:24 AM
32	Excellent, prompt, clear communication. Polite, careful delivery.	6/9/2019 7:44 AM
33	Incredibly efficient, communication was exceptional and staff were very polite and great.	6/8/2019 9:35 PM
34	Very quick response to queries and very accommodating.	6/8/2019 8:56 PM
35	Provided contact number for the day which wasn't used by the delivery men, and they had no access to it.	6/8/2019 5:22 PM
36	very pleasant person called to arrange and couldn't have been more obliging	6/8/2019 4:27 PM
37	Fantastic. Helpful. Very happy	6/8/2019 4:22 PM
38	Communicate well	6/8/2019 4:21 PM
39	Their communication was perfect and did exactly as I had requested	6/8/2019 3:56 PM
40	I thought the company would call me with an approximate time when they would be here	6/8/2019 3:31 PM
41	Did give me an estimate of time, to collect between 7&9am. But you came at 6.50 and I wasn't here as I had to drop my husband off at the station. Luckily I'd left the collection outside but no note or card was left to say you had collected it. I have CCTV so I know it was you and what time it was. But some confirmation from you would have been better. It was lucky I had left it outside as I was back by 7.05 to find it gone thanks	6/8/2019 3:19 PM
42	Personal email replies!	5/28/2019 7:37 PM
43	Day early	5/28/2019 6:53 PM
44	Order came at time expected	5/28/2019 6:47 PM
45	Two very nice friendly guys- delivered straight to sitting room and took away packaging! Excellent- thank to both.	5/28/2019 6:43 PM
46	Dealt patiently with changes to mobile contacts and questions about size of parcels. Thank you.	5/14/2019 4:38 PM
47	Very helpful receptionist, as current delivery location for client needs advance warning and time slots	5/13/2019 11:09 AM
48	Very helpful with replacement bench	5/13/2019 10:23 AM
49	Easily arranged delivery slot - & called an hour beforehand as stated.	5/12/2019 4:52 PM

Ash Logistics Customer Satisfaction - Spring 2019

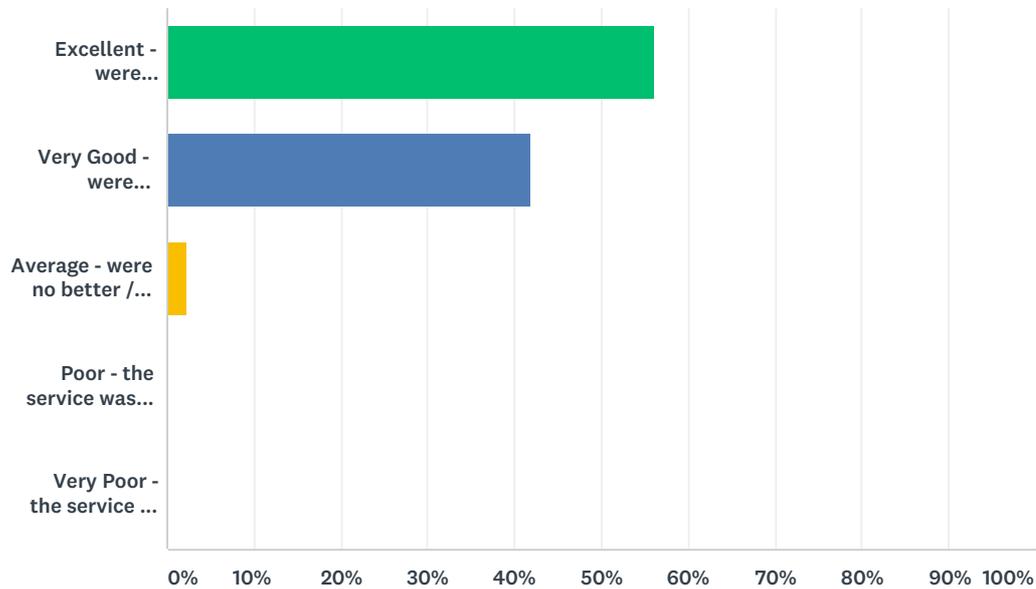
50	Very helpful delivery men . Nothing was too much to do	5/11/2019 8:46 PM
51	no real flexibility in delivery days	5/11/2019 8:27 PM
52	Helpful in arranging a date to suit	5/11/2019 4:06 PM
53	Clear and quick.	5/11/2019 3:20 PM
54	They had the wrong address, so when I called to let them know, they called the driver straight away and rectified it. Amazing service. I was expecting to be on hold for ages and then told they couldn't contact the driver and it would have to be returned for redelivery. Fantastic service.	5/11/2019 3:06 PM
55	Worked around my schedule and changed my delivery address as I was away. Great service.	5/11/2019 3:01 PM
56	Very efficient, clear and informative delivery details	5/11/2019 12:48 PM
57	Very efficient, by email & text .	5/11/2019 10:24 AM
58	Very nice friendly guys	5/11/2019 9:49 AM
59	Phoned us on route. Arrived on time no problems	5/11/2019 9:38 AM
60	Very polite young men.	5/11/2019 9:24 AM
61	Easy to miss the email to ring and book the delivery if not yesfully.	5/11/2019 9:13 AM
62	I'm not exaggerating when I say you were the best delivery service I've ever done business with. Friendly, human communication every step of the way. On the day the process could not have been smoother, a call ahead of delivery, packing taken away and again very friendly service. I've recently moved house so have dealt with many delivery companies but you guys really stand out - thank you!	5/11/2019 9:03 AM
63	really helpful and gave my number to the guy .	5/11/2019 9:01 AM
64	No call on day with time	5/11/2019 8:57 AM
65	Excellent	5/11/2019 8:36 AM
66	It was a pleasure to deal with the guys that delivered and plucked up my item	5/1/2019 6:06 AM
67	Easy to arrange a convenient location to leave parcel	4/30/2019 8:36 AM
68	It was slow between purchase and proposed delivery date	4/30/2019 6:03 AM
69	Excellent communication	4/29/2019 9:58 PM
70	Very helpful given the rural location	4/29/2019 7:33 PM
71	Really prompt replies, with a phone number.	4/29/2019 7:24 PM
72	Excellent contact arrangements . Product in perfect shape .	4/29/2019 7:04 PM
73	i got phone call 5 mins away. would have helped if called me from lady drop off with eta so i could go out etc.	4/29/2019 6:22 PM
74	Great staff, so helpful	4/29/2019 6:15 PM
75	Appreciated being given a precise time slot	4/29/2019 6:10 PM
76	Really helpful in accommodating my delivery in their run at short notice.	4/24/2019 3:03 PM
77	Delivery driver was lovely and friendly	4/20/2019 11:57 AM
78	Very flexible in accepting an item for return	4/18/2019 6:00 PM
79	Arrived early and were happily waiting when I got there at the appointed time.	4/18/2019 3:54 PM
80	Given no lift available in the Building and the items delivered were heavy I found the delivery men took it all in their stride and even took away all the packaging with them. Extremely helpful.	4/18/2019 2:29 PM
81	Waited for me as running late, polite and helpful	4/17/2019 6:41 PM
82	It was great to receive a call when they were on their way, giving me about 20 minutes notice	4/17/2019 8:24 AM
83	No fault of Ash but communication from Cox and CIX was poor which led to confusion about delivery, which Ash clarified well	4/17/2019 3:31 AM
84	The driver called me and was on time and he was very helpful	4/16/2019 6:08 PM
85	Really great over the phone communication.	4/16/2019 5:27 PM
86	Easy to change delivery date; prompt reply so no anxiety	4/16/2019 5:15 PM

Ash Logistics Customer Satisfaction - Spring 2019

87	Clear, quick communication	4/16/2019 4:26 PM
88	Very impressed. We left electric gate open, the delivery was placed inside and the gate closed (and locked). We then received photos of the boxes arrival and locked gate.	4/16/2019 4:04 PM
89	Very Polite and helpful	4/16/2019 3:50 PM
90	We were at a different address when Ash were ready to deliver (although only 10 minutes away). They were able to offer to this alternative location at short notice, which was very helpful.	4/16/2019 3:48 PM
91	Really appreciated the Saturday delivery and to an alternative address. Thank you	4/16/2019 3:41 PM
92	Really nice and swift communication leading up to delivery and on the day the experience was very good	4/16/2019 3:25 PM
93	Excellent and reliable service	4/13/2019 10:32 PM
94	Able to arrange next day delivery	4/11/2019 10:07 AM
95	lovely kind and patient team	4/11/2019 8:16 AM
96	i liked the fact that you were not rigid on the delivery timing	4/11/2019 8:11 AM
97	Very helpful driver	4/10/2019 6:57 PM
98	Good notification; came early!	4/10/2019 1:36 PM
99	Very helpful and efficient. Thank you.	4/10/2019 1:15 PM
100	Very happy	4/10/2019 1:11 PM
101	Very polite and professional	4/10/2019 12:55 PM
102	Very pleased with delivery men - very courteous and helpful.	4/10/2019 12:49 PM
103	very friendly and helpful	4/10/2019 12:38 PM
104	Really great the way the driver called to let us know when he was 45 mins away. Great efficient service - Thank you!	4/10/2019 12:14 PM
105	Great comms and arrived as expected	4/10/2019 12:05 PM
106	Quick replies but templated and missed key details.	4/10/2019 12:00 PM
107	Notified in advance of time of arrival	4/4/2019 2:00 PM
108	My involvement was via email but very effective	4/4/2019 11:40 AM

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

Answered: 932 Skipped: 4



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	56.01% 522
Very Good - were professional to a level I expect	41.74% 389
Average - were no better / worse than other delivery companies	2.25% 21
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	932

#	COMMENTS IF ANY	DATE
1	They were very understanding as it was impossible for them to fulfil the delivery due to object too large	7/1/2019 2:33 PM
2	Delivery teams are always excellent, so helpful and take great care when bringing items	7/1/2019 12:29 PM
3	helpful to receive time windows as some companies don't offer this	7/1/2019 9:27 AM
4	2 guys were magic - very accommodating when getting through a small space	6/30/2019 9:40 PM
5	Delivery guys on time and very helpful. Could not have asked for more,	6/30/2019 4:53 PM
6	Went above and beyond by waiting for me to arrive home	6/30/2019 2:25 PM
7	Brillant	6/29/2019 7:19 PM
8	Delivery men contacted me the morning before due delivery to ask if it was okay to come that night between 8.00 & 9.00 as they would be in the area, I agreed. They called at 8.40 to say they were running a bit late & was this okay, I said it was fine & appreciated the call. Not many, in fact no other delivery drivers do this. They arrived @ 9.10 which was actuality very impressive as on the road they had to travel it can be a nightmare at Glenfinnan with all the massive amount of idiot Harry Potter fans with their cloaks, wands & stupid pointy hats to see the steam train & viaduct, they drive like idiots, park in stupid places & block the traffic. Your guys are a credit to your firm & you should be very proud of them for their concienciousness. I felt really sorry for them as they had to leave Arisaig @ that time of night after travelling all the way from Perth, & drive over another 200 miles on winding roads to get to Nairn where they were booked in for the night. It would have taken them at least 2 & 1/2 hrs. As I said, you've got 2 really good guys working for you.	6/29/2019 6:58 PM

Ash Logistics Customer Satisfaction - Spring 2019

9	Men were fantastic	6/29/2019 5:39 PM
10	Very helpful	6/17/2019 10:55 PM
11	The guys were very friendly and assisted my husband in lifting the top half of the sideboard ontop of the bottom.	6/14/2019 7:57 AM
12	The guys had driven a long way (Im 10 miles from Lands End) it was very heavy rain, they text in advance, were friendly, moved a very large mirror - helped me inspect it. Throughout they were friendly & I felt respected - not a nuisance - for inspecting it on behalf of my client.	6/13/2019 9:14 PM
13	Very professional team. However they were in a hurry so the service felt a bit rushed.	6/13/2019 6:21 AM
14	Very much appreciated the notification and time estimate provided while the crew were en route and for their prompt arrival. Also appreciated the courteous and professional service in helping to unwrap the delivery and waiting for us to check the condition of the furniture before leaving	6/12/2019 10:10 PM
15	The two young men delivering the furniture were extremely polite and helpful	6/12/2019 8:41 PM
16	Very helpful, on time and polite gentlemen	6/12/2019 5:20 PM
17	Very polite and helpful!	6/12/2019 5:00 PM
18	Very polite, punctual delivery team	6/12/2019 4:43 PM
19	Delivered item to its site and removed packaging	6/12/2019 4:18 PM
20	The two men were very polite professional and helpful. Definitely happy with the service thanks	6/12/2019 4:11 PM
21	I didn't hear any complaints from my BF	6/12/2019 4:09 PM
22	Really polite and careful	6/12/2019 3:56 PM
23	The delivery crew where very helpful, very polite. Overall great service.	6/12/2019 3:54 PM
24	Was told I'd get a txt or call when 20 min/30 min away - I didn't.	6/12/2019 3:40 PM
25	Really friendly and got on with the job promptly.	6/12/2019 3:37 PM
26	The two man crew on my delivery were polite, efficient and on schedule.	6/12/2019 3:18 PM
27	Great communication regarding late delivery	6/11/2019 2:04 PM
28	Really friendly delivery men. Professional and courteous. Best delivery people we've had.	6/10/2019 8:46 PM
29	They also assembled the legs for me as they saw that I was alone	6/9/2019 9:48 PM
30	Barry and his delivery partner went above and beyond, absolutely excellent, the best service from a delivery crew that I have ever had. They helped me to check the product, they were careful in my house, they helped me to take photos of the problems and they resolved the continuing problems with the product themselves.?	6/9/2019 6:04 PM
31	Delivery happened at third party warehouse. I am told all done properly	6/9/2019 4:43 PM
32	Great guys, very helpful	6/9/2019 4:30 PM
33	They took away the packaging and were very helpful when unloading.	6/9/2019 10:42 AM
34	on time and removed packaging	6/9/2019 8:24 AM
35	careful, allowed us to check the item thoroughly before signing off paperwork. Spot on.	6/9/2019 7:44 AM
36	Had just had a terrible delivery service from John Lewis - I live on Dartmoor in a rural area of Devon which is hard to access and find - your crew were fantastic - thought ahead, planned the route, rang me up and discussed it - very professional and friendly even tho we were their last drop of the day. 10 out of 10. Please let them know!	6/8/2019 3:38 PM
37	The delivery men were very friendly	6/8/2019 3:31 PM

Ash Logistics Customer Satisfaction - Spring 2019

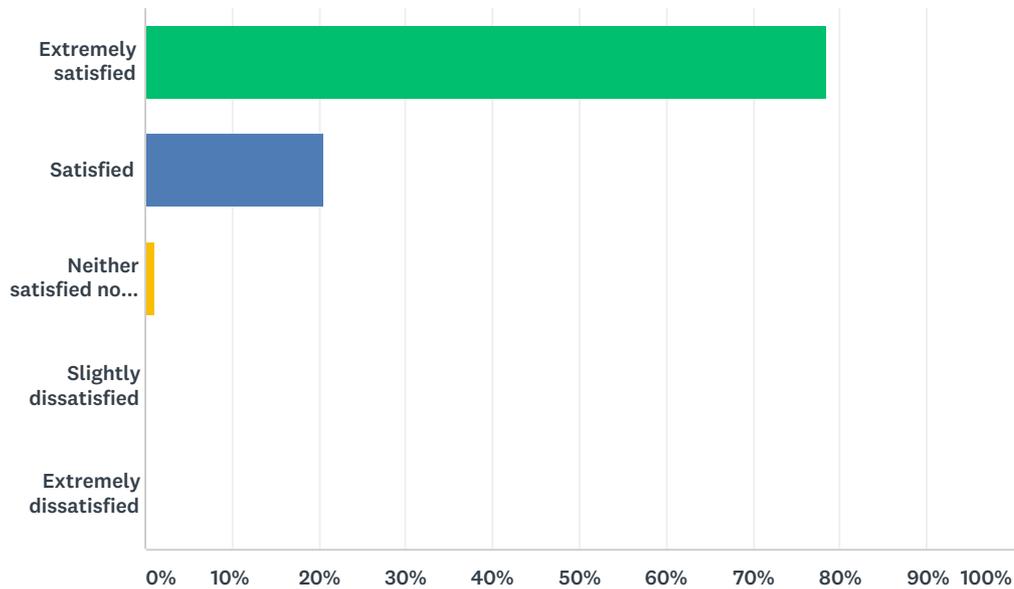
38	I had to request the packaging to be removed	6/8/2019 3:24 PM
39	Called before to let us know timings. Very joyful and professional!	6/8/2019 3:16 PM
40	Arrived earlier than agreed but delivery men managed to get the porter to agree to leave it outside flat door	5/28/2019 7:52 PM
41	Very polite and efficient	5/28/2019 6:53 PM
42	Very polite - delivered my garden furniture, put it in place & took away the packing - great!	5/28/2019 6:47 PM
43	Very polite and professional crew	5/15/2019 11:24 AM
44	As above	5/13/2019 10:23 AM
45	Perfect. Carried two heavy parcels to specified location.	5/12/2019 4:52 PM
46	Item unpacked and all packaging taken away, which was great	5/12/2019 7:31 AM
47	running late but fulfilled delivery at 9pm - good contact	5/11/2019 8:27 PM
48	The two delivery staff were great. They were both very polite smart & tidy.	5/11/2019 4:03 PM
49	I wasn't there when they arrived (my fault) and they improvised and put the package in a safe place. I'm grateful as others may have done a 'we will deliver another day,' which is tricky given work.	5/11/2019 3:20 PM
50	I have had a lot of furniture deliveries recently due to new property. The service you provide way excels the other companies I have dealt with (they were adequate and no complaints) but the service I received from the two personnel that delivered my items was outstanding.	5/11/2019 12:48 PM
51	The 2 drivers were great, waited for me for 5 minutes to help me lift it in as it was too heavy for me and I was caught in traffic	5/11/2019 11:12 AM
52	Rang me & gave me ETA , friendly chap, nothing too much trouble	5/11/2019 10:24 AM
53	Really friendly helpful guys, really happy with their service	5/11/2019 10:04 AM
54	So friendly and accommodating.	5/11/2019 9:47 AM
55	The crew were lovely and very helpful. I would say if kerbside delivery I would change to deliver into ground floor, entrance hallway or garage	5/11/2019 9:13 AM
56	Very kind and helpful , rang to let me know he was coming	5/11/2019 9:01 AM
57	More than helpful	5/11/2019 9:01 AM
58	Only issue no phone call or text prior to delivery	5/11/2019 8:54 AM
59	Friendly	5/1/2019 8:23 PM
60	Took the mirror upstairs and removed packaging. Even took the packaging away without me having to ask.	5/1/2019 6:52 AM
61	very pleasant staff	4/30/2019 9:00 AM
62	Excellent communication with driver. I was out, but confident he would follow my instructions	4/30/2019 8:36 AM
63	There was no 30 minute away update	4/30/2019 6:03 AM
64	Cannot speak highly enough. Superb! Thank you. The delivery men had to cart the table for a fair distance as our road has been washed away. They were brilliant.	4/29/2019 7:33 PM
65	I didn't receive a call ahead of pick-up despite being advised that I would.	4/29/2019 7:21 PM
66	Excellent. Guys called 15 minutes before arrival.	4/29/2019 7:00 PM
67	Very nice and quick	4/29/2019 6:49 PM
68	Great staff, so helpful	4/29/2019 6:15 PM
69	Having broken my ankle the guys brought in the delivery unpackaged it and took that away. More than expected. Very helpful	4/25/2019 9:53 AM
70	sent email same day , they were so good and helpful	4/23/2019 4:28 PM
71	They were chatty and friendly and polite and extra helpful in putting my drawers in the right room for which I was very grateful. Sometimes delivery men just grunt and leave as quickly as they can. These two were just right friendly and courteous and professional.	4/20/2019 3:55 PM
72	Due to vehicle difficulties the cre were running late but kept up fully informed at all times and eventually completed the delivery at 22:00	4/20/2019 3:08 PM
73	They didn't ask if they should take their shoes off.	4/20/2019 2:15 PM

Ash Logistics Customer Satisfaction - Spring 2019

74	Really friendly helpful and professional	4/20/2019 12:44 PM
75	Happily carried in the various heavy boxes.	4/18/2019 3:54 PM
76	Very friendly, unpacked item so I could check it, carried it inside for me	4/17/2019 4:18 PM
77	The 2 lads were real friendly and got the mirror up stairs taking care not to touch walls.	4/17/2019 2:37 PM
78	Very friendly and professional	4/17/2019 2:13 PM
79	they unpacked the items and placed them where they should be. They also took away all the packing materials which was greatly appreciated.	4/17/2019 9:56 AM
80	On time. Contact made as promised,	4/17/2019 5:53 AM
81	Delivery crew were excellent, unpacked and cleared away brilliantly	4/17/2019 3:31 AM
82	They helped my grandma who is 90 by moving the box into the garage	4/16/2019 7:56 PM
83	The driver and mate were very friendly and helpful	4/16/2019 7:15 PM
84	Polite, offered to unpack etc	4/16/2019 5:15 PM
85	Guys were really helpful	4/16/2019 4:30 PM
86	Excellent communication. Very friendly and clear communication. Excellent all round - thank you	4/16/2019 4:26 PM
87	Received texts and photos. Personalised and professional.	4/16/2019 4:04 PM
88	Friendly and even offered to carry the good inside	4/16/2019 3:50 PM
89	Really helpful	4/16/2019 3:49 PM
90	Very helpful with taking packaging away etc	4/16/2019 3:38 PM
91	Very helpful and personable	4/10/2019 7:57 PM
92	The crew were so wonderful and helpful	4/10/2019 4:52 PM
93	They were very helpful as I was not around to take delivery	4/10/2019 2:59 PM
94	Nice guys very positive & helpful	4/10/2019 1:36 PM
95	Fantastic service	4/10/2019 1:11 PM
96	Really lovely helpful guys. Unpacked it, took boxes away, nothing was too much trouble. 5 star.	4/10/2019 11:54 AM
97	The boys were kind, helpful and polite	4/10/2019 11:36 AM
98	Rang ahead as I asked and arrived on time. Really polite and helpful	4/5/2019 5:07 PM
99	I wasn't actually in when my order was delivered but it was left in my designated place.	4/5/2019 3:13 PM
100	Very nice and customer friendly service	4/4/2019 11:40 AM
101	Polite, friendly and helpful	4/4/2019 11:40 AM

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

Answered: 934 Skipped: 2



ANSWER CHOICES	RESPONSES
Extremely satisfied	78.48% 733
Satisfied	20.56% 192
Neither satisfied nor dissatisfied	0.96% 9
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	934

#	COMMENTS IF ANY	DATE
1	Really happy and would definitely use again	7/1/2019 9:27 AM
2	Very good	6/30/2019 9:40 PM
3	Did everything they said they were going to do and did it well. Could not have awk d for anything more. Excellent!	6/30/2019 4:53 PM
4	A rare experience.	6/30/2019 2:08 PM
5	Really happy with the whole service. We were really happy to get a Saturday delivery so quickly. Very helpful staff.	6/30/2019 1:28 PM
6	I really appreciated being given an accurate time when you were coming to deliver	6/29/2019 8:24 PM
7	What else is there to say!	6/29/2019 7:19 PM
8	Really great guys	6/29/2019 6:33 PM
9	The two chaps delivering my furniture went above and beyond - my youngest dog escaped due to a neighbour moving out/cleaners cleaning the stair and had left the internal and external doors open. My amazing delivery drivers were so quick to drop everything and help hunt for my dog! It all ended well and I was extremely grateful for their help!	6/29/2019 5:50 PM
10	No issues at all	6/29/2019 5:39 PM
11	Thank you	6/22/2019 4:43 PM
12	Would highly recommend.	6/13/2019 9:14 PM

Ash Logistics Customer Satisfaction - Spring 2019

13	You have an excellent delivery company. The team unpacked the item took the rubbish away and were nothing but extremely helpful	6/13/2019 11:01 AM
14	Friendly and helpful men, thank you AND took away packaging. V grateful.	6/12/2019 7:17 PM
15	So quick, efficient and polite.	6/12/2019 6:10 PM
16	I wasn't in when the delivery was made but it was left as instructed for which I'm grateful. The best bit about your service is that a real person answers the phone immediately and is professional and helpful - that's a much better service than many other delivery companies!!	6/12/2019 6:05 PM
17	To long for information from office but counterbalanced by excellent delivery crew	6/12/2019 5:20 PM
18	Thanks for using foot covers whilst carrying the large box upstairs. One of the items was damaged and I am arranging for it to be replaced - so possibly see you again soon	6/12/2019 3:40 PM
19	Really efficient and quick and very friendly crew	6/12/2019 9:44 AM
20	Really polite staff, took away the rubbish with them and bought the items in where I had requested.	6/11/2019 9:16 PM
21	Unfortunately both times my. Product was damaged but this could have happened in storage. Your delivery guys were very professional and considerate.	6/11/2019 5:54 PM
22	I very much appreciated the text from the delivery guys informing me the time of arrival so I could leave work in time.	6/10/2019 2:19 PM
23	Nice guys good job!	6/9/2019 10:27 PM
24	The arrangements by text were simple and efficient and the delivery service was brilliant.	6/9/2019 6:04 PM
25	Didn't expect the delivery to happen on time at the right place. I wasn't there to supervise. Emails to confirm delivery, reports from third party, all excellent. Thank you	6/9/2019 4:43 PM
26	Extremely nice delivery men...	6/9/2019 12:53 PM
27	Delivery was earlier in the day than I was told and I was in bed! No phone call to warn me.	6/9/2019 8:02 AM
28	Polite charming efficient delivery guys	6/8/2019 9:22 PM
29	Two charming young men. capable & professional.	6/8/2019 8:28 PM
30	Excellent customer care	6/8/2019 7:31 PM
31	BEST logistic company. On time. Thanks for the an hour call before delivery. Grateful that you helped me place the furniture upstairs. Thank you.	6/8/2019 4:46 PM
32	I am sure we will be using your services again	6/8/2019 3:56 PM
33	The drivers contacted me in good time, helped unpack, took the packaging away and were fine about delivering on a narrow and difficult street. Courteous, friendly and helpful.	6/8/2019 3:21 PM
34	Staff brilliant.Could not do more to please	5/28/2019 7:51 PM
35	Really personal service	5/28/2019 7:37 PM
36	No issues	5/28/2019 6:53 PM
37	All good!	5/28/2019 6:47 PM
38	Lovely, prompt, careful with the items and friendly. Thank you!	5/28/2019 6:40 PM
39	Pleasant, polite delivery men; thank you!	5/28/2019 6:37 PM
40	All comms were professional and personable. Additional delivery requirements simple to specify online and were acted upon.	5/12/2019 4:52 PM
41	First class from start to finish. Communication with Ash is super efficient, keeping the customer updated and giving the customer sufficient notice	5/12/2019 12:42 PM
42	I thought for the price they would help me assemble the item! The man was nice, though	5/11/2019 2:17 PM
43	Thank you	5/11/2019 12:48 PM
44	First class company	5/11/2019 10:34 AM
45	A good service, punctual & kept me informed	5/11/2019 10:24 AM
46	The main thing was that I live on the Isle of Wight and was disappointed that they particular items I wanted could not be delivered. But the young man at Ash explained that they could deliver them to an shipping company in Southampton which would then transport them to the Island. This was a revelation to me and I was so glad I talked to him. So all was well. I received my furniture. Big Thankyou to Ash Logistics.	5/11/2019 9:56 AM

Ash Logistics Customer Satisfaction - Spring 2019

47	Flexible with delivery times, rang when they said they would and offered to put up chair which they did very efficiently. Faultless	5/11/2019 9:41 AM
48	Highly recommend	5/11/2019 9:24 AM
49	Lovely call coordinator and delivery team. Professional and well organised	5/11/2019 9:13 AM
50	My only concern was that my new rail was not delivered as promised with the collection	5/11/2019 8:46 AM
51	Very polite and did everything and more. Thank you	5/11/2019 8:36 AM
52	Sending an email was tiresome but otherwise all good thank you.	5/2/2019 5:00 PM
53	Came the evening before expected. Luckily we were at home	4/30/2019 2:08 PM
54	I was on holiday for first available delivery date. Had to wait almost 2 weeks for alternative date.	4/30/2019 8:36 AM
55	Delivery was made at a different time to that I was notified of but we were at home so it didn't matter	4/30/2019 7:08 AM
56	Delivered my goods when they said they would and communication was fantastic	4/29/2019 9:58 PM
57	Thank you very much.	4/29/2019 7:33 PM
58	very good	4/29/2019 7:23 PM
59	Mirror unpacked so I could see it was exactly what I wanted,packaging taken away.Excellent service.	4/29/2019 7:18 PM
60	Thanks	4/29/2019 6:22 PM
61	Great staff, so helpful	4/29/2019 6:15 PM
62	Better than any other delivery company I've dealt with	4/20/2019 3:55 PM
63	2nd time had delivery and guys are always friendly professional and helpful	4/20/2019 1:54 PM
64	Fantastic	4/20/2019 11:57 AM
65	Very good company	4/17/2019 6:41 PM
66	Knew exactly when they were going to deliver and they were happy to leave in the safe place I suggested. Meant I didn't have to be there which can be really tricky to arrange.	4/17/2019 1:43 PM
67	The item is damaged badly so no idea if this was during delivery or a fault	4/17/2019 12:59 PM
68	I would like a smaller window slot . Having to wait 4.5 hours is too long .	4/17/2019 7:48 AM
69	Clearly a premium delivery company. Stands out.	4/17/2019 7:05 AM
70	Very good service many thanks	4/17/2019 3:31 AM
71	Gave advance notice of time of delivery and means of contacting them if not convenient, etc	4/16/2019 7:15 PM
72	Would be amazing if you did Saturday delivery	4/16/2019 7:10 PM
73	Very pleased with the service. Would use again.	4/16/2019 3:47 PM
74	great service - fast delivery	4/16/2019 3:43 PM
75	Extremely efficient service, the delivery man couldn't been more helpful, thank you	4/15/2019 7:04 AM
76	They were very good!	4/12/2019 8:29 PM
77	Above & beyond! Thank you for taking such care.	4/11/2019 7:54 PM
78	Brilliant service thank you, excellent communication, extremely polite staff - thank you very much!	4/10/2019 10:14 PM
79	They called before , arrived when they said they would & were extremely polite & helpful . A welcome change from other services	4/10/2019 8:00 PM
80	This would have been extremely satisfied. However, the first delivery by Ash Logistics did not go to plan because the delivery person failed to offer to take my item to a room of my choice. The second delivery and collection was much better and the delivery people ensured the item was placed on a room of my choosing and repackaged the returning item. Both delivery people were very polite and courteous.	4/10/2019 6:04 PM
81	Thanks very much!	4/10/2019 1:36 PM
82	Kept me informed all the way which is important thank you for a great service	4/10/2019 1:11 PM
83	Found delivery time from buying product to actual delivery far longer than I would of expected but overall happy.	4/10/2019 12:49 PM

Ash Logistics Customer Satisfaction - Spring 2019

84	pleasant guy ...took all packing away	4/5/2019 9:17 AM
85	Came on time and very efficient dealing with the problem.	4/4/2019 6:00 PM
86	straightforward, easy to follow and efficient service.	4/4/2019 1:38 PM
87	Excellent service from the two delivery men	4/4/2019 11:45 AM
88	Precise timing and info	4/4/2019 11:40 AM