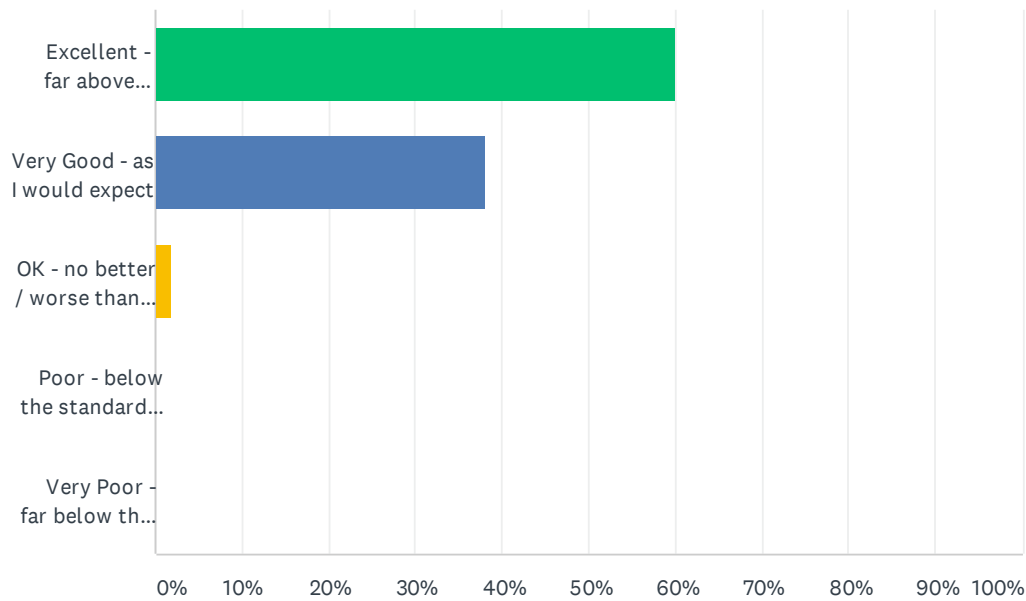


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 829 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	60.07%	498
Very Good - as I would expect	38.00%	315
OK - no better / worse than other delivery companies	1.93%	16
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		829

Ash Logistics Customer Satisfaction - Spring 2020

#	COMMENTS IF ANY	DATE
1	Good explanation in original email	5/31/2020 9:04 PM
2	Proactive	5/31/2020 7:07 AM
3	Very good	5/30/2020 7:12 AM
4	Very professional	5/30/2020 4:15 AM
5	Did everything you said you would	5/29/2020 7:53 PM
6	Keeping in contact via text and phone call	5/29/2020 7:03 PM
7	Excellent service. I recently had a nightmare experience getting furniture delivered by Habitat and Hermes which arrived damaged and this experience was straightforward, professional and reassuring in these difficult times. Thank you!	5/27/2020 8:56 PM
8	Contact made via email and text	5/26/2020 6:34 PM
9	Extremely friendly and helpful beyond what would be expected.	5/26/2020 6:21 PM
10	Didn't recieved a call an hour before as agreed.	5/24/2020 3:01 PM
11	Excellent communication, clear delivery date and time.	5/22/2020 10:38 PM
12	Very efficient, friendly and did what you said you would do.	5/22/2020 9:46 AM
13	Excellent service	5/21/2020 11:01 PM
14	Friendly and efficient	5/21/2020 8:05 PM
15	I like that you do things over email and that you can actually respond to that email. My date of delivery was changed without any difficulty at all	5/21/2020 8:08 AM
16	Great communication re delivery. Emailed a few days before and called on the morning of delivery	5/20/2020 7:41 PM
17	Very polite and updated half an hour before arrival	5/20/2020 7:03 PM
18	The delivery men were very helpful and courteous. Give them a raise!	5/20/2020 5:52 PM
19	So easy to talk to and arrange delivery	5/20/2020 4:53 PM
20	Kept up to date in a friendly manner all the way	5/20/2020 3:08 PM
21	Informative and detailed	5/20/2020 10:06 AM
22	good	5/20/2020 8:56 AM
23	Arrived exactly on time, called to be sure I was in and left my very heavy delivery just inside the door but at a safe distance. Thanks guys!	5/19/2020 9:40 PM
24	Brought the parcel down driveway with no fuss	5/19/2020 9:06 PM
25	Nice friendly phone call	5/19/2020 8:50 PM
26	Updated us, phones when they said the would and delivered on time - excellent	5/19/2020 12:38 PM
27	Thank you for a safe delivery	5/16/2020 9:55 PM
28	great communication	5/15/2020 10:02 AM
29	Really really helpful. Wanted to get something mutually convenient which helped me enourmously. Thank you	5/14/2020 7:46 PM
30	Impressive with the extra demands and restrictions because of Covid 19.	5/14/2020 7:42 PM
31	Amazing, they called about 45 min with the delivery time and they arrived exactly on time	5/13/2020 7:52 PM
32	excellent thank you	5/13/2020 12:43 PM
33	They waited for me to take unpack my new delivery and package up my old one	5/13/2020 6:12 AM
34	Very good service	5/12/2020 8:32 PM
35	Fantastic	5/9/2020 10:07 PM
36	Very good that delivery team called to notify before arrival	5/7/2020 7:58 PM
37	We live in a new build so they called to confirm the correct address	5/6/2020 12:46 PM

Ash Logistics Customer Satisfaction - Spring 2020

38	My delivery and pick up ran very smoothly and professionally within guidelines of covid 19. Many thanx. Anne.	5/6/2020 10:47 AM
39	Kept fully informed at all stages	5/6/2020 8:43 AM
40	Very efficient	5/5/2020 9:23 PM
41	On time, polite, quick!	5/2/2020 11:34 PM
42	Phone call made one hour before arrival . Also arrived on time.	5/2/2020 8:42 PM
43	Delivered on the time advised and in accordance to all safety regulations due to the coronavirus limitations	5/2/2020 7:50 PM
44	Very efficient company	5/2/2020 7:06 PM
45	Friendly, polite and efficient service	5/2/2020 5:40 PM
46	Great experience!	5/2/2020 4:48 PM
47	Easy to set up delivery.Quick response	5/1/2020 8:46 PM
48	Communication was great	5/1/2020 8:42 PM
49	Driver and delivery person were extremely professional and prompt.	5/1/2020 3:55 PM
50	Kept informed the whole process	4/29/2020 5:12 PM
51	Very easy, great communication once ordered, speedy delivery	4/28/2020 9:40 PM
52	Kept well informed of timings	4/28/2020 6:37 PM
53	Great service friendly and professional	4/28/2020 6:31 PM
54	Very prompt	4/26/2020 6:40 PM
55	I was well informed about what to expect. Drivers were lovely and on time	4/26/2020 12:44 PM
56	Emails went to spam unfortunately but once I found them, service was excellent	4/26/2020 6:26 AM
57	Everything perfect as always	4/25/2020 9:49 PM
58	We flexible about the date and rang me after it was delivered	4/25/2020 9:01 AM
59	They called before hand,	4/23/2020 8:36 PM
60	Very friendly	4/23/2020 8:25 PM
61	Men are always Very professional	4/23/2020 5:55 PM
62	Very helpful and lovely	4/22/2020 5:52 PM
63	Delivery was good but item was damaged, glass pane in my unit was smashed but unsure if it happened in transit	4/21/2020 9:06 PM
64	So polite and professional	4/18/2020 7:48 PM
65	Very helpful and considerate	4/17/2020 7:27 PM
66	Called the day before and made sure of correct address - arrived I. The time exoected	4/17/2020 6:00 PM
67	They replied to my email promptly in relation to my delivery	4/17/2020 9:48 AM
68	Delivery service information was accurate. Information was clearly communicated by email. Received a call an hour before. Delivery guys were great.	4/17/2020 7:58 AM
69	They phoned to give me a time and even arrived slightly earlier	4/16/2020 2:20 PM
70	Bit slow but we probably know why!	4/16/2020 10:29 AM
71	The staff members were so helpful when I called.	4/16/2020 10:27 AM
72	Great delivery service. Contacted the day before and in the day of travel by the delivery driver.	4/10/2020 5:42 PM
73	Brilliant service, lifted item into hallway at a safe distance	4/10/2020 11:15 AM
74	Very efficient	4/9/2020 9:19 AM
75	Without question the best service out there! As soon as I hear a supplier is using Ash it puts	4/6/2020 7:38 PM

Ash Logistics Customer Satisfaction - Spring 2020

my mind at ease, a genuinely personal service, super organised, attention to detail and customer focussed.

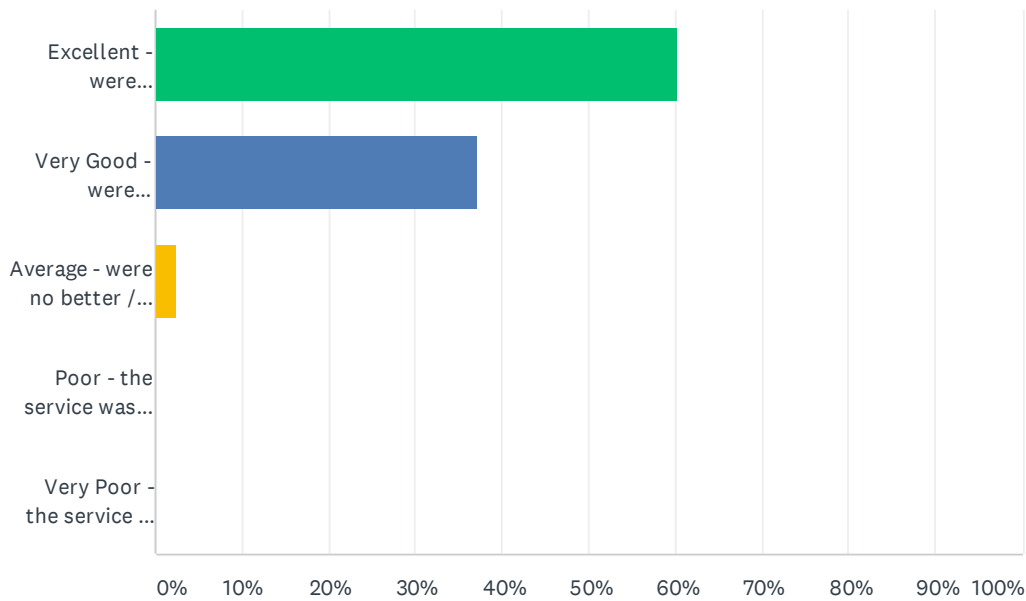
76	Good level of contact	4/6/2020 1:28 PM
77	Excellent pre delivery communication	4/6/2020 9:21 AM
78	Such friendly helpful service	4/5/2020 4:17 PM
79	Great communication and great service in these challenging times	4/5/2020 3:18 PM
80	Cannot fault in any way.	4/5/2020 2:36 PM
81	Great, professional service. Very impressed	4/5/2020 1:59 PM
82	Good quality item delivered on time	4/5/2020 9:24 AM
83	Was kept up to date along the way	4/4/2020 9:29 PM
84	Fast delivery, nice driver	4/4/2020 8:54 PM
85	During Covid-19 we appreciate any worker continuing to operate and make the effort! Thank you	4/4/2020 4:53 PM
86	I was not informed that delivery was going to be later than the arranged time slot.	4/4/2020 11:03 AM
87	Very efficient response	4/4/2020 10:15 AM
88	Good communication by email prior to delivery	4/4/2020 9:45 AM
89	call given on delivery day of estimated time	4/4/2020 9:31 AM
90	Really helpful and accommodating.	4/4/2020 9:07 AM
91	Excellent communication with us	4/4/2020 8:42 AM
92	Excellent service in what are very difficult times.	4/4/2020 8:36 AM
93	Best delivery. Fast, well organised, polite.	4/4/2020 7:30 AM
94	So responsive, friendly and flexible!	3/27/2020 9:22 AM
95	i was told i would be contacted an hour prior to delivery by the courier with an estimated arrival time. I didn't hear from them, they just showed up	3/27/2020 9:14 AM
96	Great telephone manner	3/27/2020 8:29 AM
97	Arrived a day earlier than original estimate	3/22/2020 4:00 PM
98	Clear communication through email	3/21/2020 2:51 PM
99	The delivery team were so helpful	3/21/2020 1:39 PM
100	I didn't really have much to do with it, it was arranged by the seller, but pretty prompt service especially given the current situation.	3/21/2020 1:37 PM
101	Unfortunately the mirror was damaged but that was not the fault of the delivery people. It wa just unfortunate	3/16/2020 11:57 AM
102	Parcel arrived before expected time , was called by logistic company driver was well dressed and good mannered such a lovely man	3/14/2020 6:38 PM
103	Great , and came within the time after they phoned ☐	3/13/2020 8:03 PM
104	It was helpful to be able to delay to a date more convenient.	3/13/2020 7:38 PM
105	Very polite and efficient	3/13/2020 5:53 PM
106	Friendly, professional, good service	3/13/2020 5:51 PM
107	very helpful and polite	3/13/2020 5:26 PM
108	Very courteous and polite,	3/11/2020 11:53 PM
109	Communicative, flexible and helpful	3/10/2020 12:14 PM
110	Accomodating on delivery time	3/9/2020 2:27 PM
111	Driver very helpful with my faulty item.	3/9/2020 12:15 PM
112	Great communication	3/9/2020 12:05 PM

Ash Logistics Customer Satisfaction - Spring 2020

113	The emails which were sent were to the point and understandable. When I called to change the delivery date as I could not be home for the first one offered, I was immediately put through to someone (rather than having to deal with an automated system) and he was so friendly, polite and helpful. I was very pleasantly surprised.	3/9/2020 11:37 AM
114	Extraordinary!!! The staff was so helpful to accommodate me !!	3/9/2020 11:28 AM
115	Office staff were extremely easy to deal with and kept me updated of all details in regards to my delivery.	3/9/2020 11:17 AM
116	Changed the first offered date with no problems	3/9/2020 10:58 AM
117	Excellent	3/9/2020 10:47 AM
118	Delivery happened extremely promptly/sooner than I expected.	3/9/2020 10:44 AM
119	Pleasant chaps phoned ahead very helpful.	3/9/2020 10:37 AM

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

Answered: 830 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	60.24%	500
Very Good - were professional to a level I expect	37.23%	309
Average - were no better / worse than other delivery companies	2.53%	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		830

Ash Logistics Customer Satisfaction - Spring 2020

#	COMMENTS IF ANY	DATE
1	Friendly, good advanced notice, professional in current covid circumstances	5/31/2020 9:04 PM
2	Very polite & helpful	5/30/2020 5:16 PM
3	Pleasant & Helpful	5/30/2020 8:26 AM
4	Polite and professional	5/29/2020 7:53 PM
5	Very helpful delivery team.	5/28/2020 4:48 PM
6	Could not deliver the parcel into the house due to Covid19, which was unfortunate as I was home alone and the boxes were heavy so I struggled to push into the hallway to secure	5/26/2020 6:34 PM
7	Delivered on time. Excellent.	5/22/2020 10:38 PM
8	Very friendly, professional and advised me of what they needed to do for us all to remain safe.	5/22/2020 9:46 AM
9	Great attitude. Excellent experience.	5/21/2020 9:46 PM
10	Punctual and skilled	5/21/2020 8:05 PM
11	Telephone call as was advised prior to delivery and arrived within time slot	5/21/2020 8:08 AM
12	Friendly and pleasant	5/20/2020 10:47 PM
13	Given the circumstances they were brilliant.	5/20/2020 3:08 PM
14	Punctual and professional	5/20/2020 10:06 AM
15	nice and polite guys	5/20/2020 8:56 AM
16	Friendly, despite the ongoing pandemic.	5/19/2020 9:40 PM
17	Nice friendly chaps. Kept us informed of eta	5/19/2020 9:06 PM
18	Really friendly, helpful crew	5/14/2020 8:04 PM
19	no contact handover but delivery men left the parcels were I;d asked.	5/14/2020 7:42 PM
20	Didn't exceed my expectations but I don't know how they would...delivery personnel were kind and professional	5/12/2020 8:43 PM
21	Did not call with one hour window but not an issue	5/12/2020 10:35 AM
22	Fantastic	5/9/2020 10:07 PM
23	Great to see a lovely smile !	5/8/2020 9:56 AM
24	Great lads - super helpful - give them a raise!	5/6/2020 6:49 PM
25	Professional.	5/6/2020 10:47 AM
26	Friendly guys from Leeds	5/6/2020 8:43 AM
27	Polite and helpful	5/5/2020 9:23 PM
28	D	5/2/2020 7:50 PM
29	Gave me notice, very polite and careful to abide by all the social distancing regulations	5/2/2020 7:06 PM
30	Placed boxes where I asked.	5/1/2020 8:46 PM
31	very easy arrangements and helpfully delivered	5/1/2020 7:17 PM
32	Very friendly and helpful	5/1/2020 2:37 PM
33	Very friendly, polite. Called me 45mins before arriving and were very careful when moving the items.	4/30/2020 12:40 PM
34	Very friendly staff	4/29/2020 5:12 PM
35	Very helpful (Safely) despite pandemic challenges	4/28/2020 9:40 PM
36	Very polite on telephone	4/28/2020 6:37 PM
37	Great	4/28/2020 6:31 PM
38	Nice, friendly, helpful	4/26/2020 12:44 PM

Ash Logistics Customer Satisfaction - Spring 2020

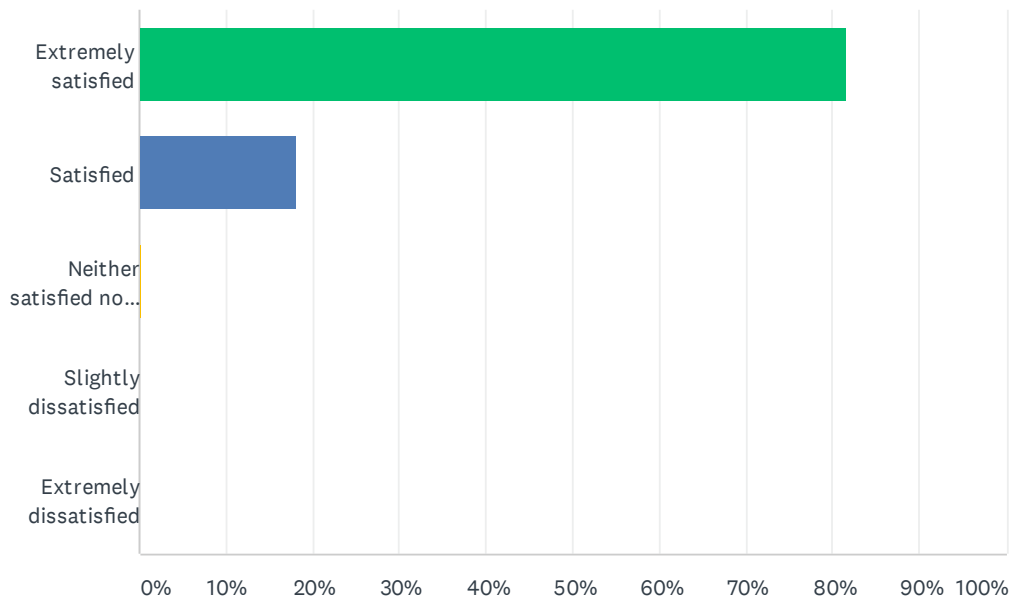
39	Very informant	4/25/2020 9:49 PM
40	Really very helpful and nice and friendly	4/24/2020 5:37 PM
41	Box didn't fit in door, I had to de box it	4/23/2020 8:36 PM
42	Drivers were great but disappointed about damaged item	4/21/2020 9:06 PM
43	Friendly, courteous and efficient thank you	4/17/2020 9:01 PM
44	Slightly later than given ETA, but no fault of the crew	4/17/2020 7:51 PM
45	Both very professional	4/17/2020 10:35 AM
46	friendly and helpful	4/17/2020 10:24 AM
47	Great communication on the day and really pleasant and accommodating	4/17/2020 7:50 AM
48	Good service during some strange times	4/17/2020 7:46 AM
49	Very helpful delivery staff	4/16/2020 2:20 PM
50	Very helpful & friendly despite the difficult times	4/9/2020 4:42 PM
51	my delivery was on the 08/04/2020 and the guys delivering my products could not get their van through the width restrictions so they carried the boxes down 2 roads to my house. I am so grateful that they did this and I wanted to give them both excellent feedback for doing this for me.	4/9/2020 12:02 PM
52	Polite and efficient, called ahead as promised and were very professional.	4/6/2020 7:38 PM
53	Good guys, very helpful and friendly; especially considering the current climate.	4/6/2020 1:28 PM
54	The delivery drivers were so helpful	4/5/2020 4:17 PM
55	Very friendly	4/5/2020 3:21 PM
56	Very helpful gentleman who showed me where the tools were within the package. Of course, pointing to them observing social distancing.	4/5/2020 3:19 PM
57	Very helpful and polite	4/5/2020 2:36 PM
58	Excellent set of lads under the current circumstances, very very helpful	4/4/2020 9:54 PM
59	Great service thank you 😊	4/4/2020 9:29 PM
60	Very polite and call before arriving	4/4/2020 10:15 AM
61	Both drivers were friendly and kept me informed about my delivery	4/4/2020 8:36 AM
62	Item was damaged in box. Driver took photos	4/4/2020 8:29 AM
63	superb & attentive, could not fault in any way	4/4/2020 8:11 AM
64	Really top notch	3/27/2020 9:22 AM
65	Two very kind helpful men	3/27/2020 8:29 AM
66	Really nice guys, very careful getting everything in	3/22/2020 9:18 PM
67	Both men were aware of the additional precautions that are required during the current circumstances	3/22/2020 4:00 PM
68	Fast and efficient	3/22/2020 9:12 AM
69	Very happy to unpack items in my garden and take away packaging for me. Friendly and efficient.	3/21/2020 11:20 PM
70	Very helpful during these difficult times	3/21/2020 8:32 PM
71	the delivery guys were efficient, polite and respectful. I particularly appreciated that they took the packaging away with them - great service overall.	3/21/2020 3:30 PM
72	God communication through phone. Prompt and polite service	3/21/2020 2:51 PM
73	The box itself really smells, I don't know why, if that is connected with the seller or the travelling conditions. But otehrwise happy. They were polite, called ahead, gave me 40 mins notice. prior to arriving.	3/21/2020 1:37 PM
74	Really friendly and professional	3/21/2020 1:27 PM

Ash Logistics Customer Satisfaction - Spring 2020

75	Trevor was funny - in a Charlie Chaplin way.	3/15/2020 8:58 PM
76	Flexible to my needs	3/13/2020 8:16 PM
77	The team were very courteous and took rubbish away.	3/13/2020 7:38 PM
78	Very courteous and polite	3/11/2020 11:53 PM
79	The delivery crew were not rude, but not overly friendly. The team members who corresponded with me over email were much more friendly to deal with.	3/11/2020 7:59 PM
80	This is the second time they delivered. No problems.	3/10/2020 11:04 PM
81	One of the delivery men was excellent and the other very good but not v good with maps	3/9/2020 7:56 PM
82	Kept me informed.	3/9/2020 12:15 PM
83	Super polite and extremely professional	3/9/2020 12:05 PM
84	The delivery guys called as promised 30 minutes before arrival and were then bang on time. They carried everything in, helped me unpack all the items to check for damage and took all the packaging away. They were very friendly and thoughtful - took shoes off immediately even though I hadn't asked them to!	3/9/2020 11:37 AM
85	Delivery was extremely good service. Was updated on delivery window and driver gave me an update on the day which allowed me to organise around my working day.	3/9/2020 11:17 AM
86	They didn't call one hour before but it wasn't an issue	3/9/2020 11:00 AM
87	Guys were helpful - carried heavy parcels into garage	3/9/2020 10:58 AM
88	Very professional and efficient, and friendly	3/9/2020 10:44 AM

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

Answered: 830 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	81.57%	677
Satisfied	18.19%	151
Neither satisfied nor dissatisfied	0.24%	2
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		830

Ash Logistics Customer Satisfaction - Spring 2020

#	COMMENTS IF ANY	DATE
1	Very good personal service	5/30/2020 5:16 PM
2	Mark and is colleague were great	5/27/2020 9:13 PM
3	Thank you for managing this so well	5/27/2020 8:56 PM
4	The contact and arrangements were very good but delivery limited by covid19 restrictions.	5/26/2020 6:34 PM
5	Communication better than more well known and national delivery companies.	5/22/2020 10:38 PM
6	No delivery into flat and package removal is a problem.	5/21/2020 9:46 PM
7	Cox & Cox should consider using Ash permanently	5/21/2020 8:05 PM
8	Beautiful product, couldn't be happier. Everything went smoothly, hope to use you again. Thank you	5/21/2020 10:15 AM
9	Great, good communication, turned up at the time specified	5/20/2020 10:47 PM
10	Great no complaints	5/20/2020 7:03 PM
11	Took great care of item / delivery	5/20/2020 4:53 PM
12	Would recommend without hesitation.	5/20/2020 3:08 PM
13	Excellent	5/20/2020 10:06 AM
14	specific time given the covid situation therefore I had to wait several weeks to get my order. but overall, I received good information and delivery guys were polite and professional.	5/20/2020 8:56 AM
15	Very effective in getting the job done better than expected, service was priceless. Thank you.	5/19/2020 12:25 PM
16	They were professional, courteous, efficient and friendly. Near perfect to be honest. Very happy that I was able to get my desk safely and earlier than I had expected in these difficult times. Thank you. ☺	5/19/2020 10:10 AM
17	Lovely friendly professional people	5/16/2020 6:18 PM
18	Emmanuel delivery man was friendly	5/16/2020 10:46 AM
19	Very good service thanks	5/16/2020 10:01 AM
20	Goods delivered on time and exactly as arranged	5/14/2020 7:55 PM
21	Great communication.	5/14/2020 7:51 PM
22	like I said, I appreciated the attention to detail with communications, making sure I understood what was possible and not due to the pandemic. I appreciate the drivers and staff working so hard during lockdown. Thank you.	5/14/2020 7:42 PM
23	Best delivery company so far	5/13/2020 7:52 PM
24	Very polite and helpful delivery team.	5/13/2020 6:28 PM
25	Excellent service all round, thank you!!	5/12/2020 8:52 PM
26	A very big thank you for all the team involved in making these deliveries possible at such a difficult time .well done & carry on what your doing .	5/10/2020 7:57 PM
27	Ive never received So well packaged item! Amazing!	5/9/2020 4:20 PM
28	Great communication and lovely friendly delivery guy. Would recommend	5/6/2020 10:32 PM
29	Top notch	5/6/2020 8:43 AM
30	Best delivery company ever dealt with. Well done you guys	5/2/2020 7:06 PM
31	Simon and his colleague were great, really helpful and patient. The package was heavy so they made sure we were ok with it and helped us adjusting it in the lift.	5/2/2020 5:08 PM
32	Great experience. Arrangements were easy and drivers very friendly	4/29/2020 6:56 PM
33	A very good service and very professional	4/29/2020 5:12 PM
34	Great service	4/28/2020 6:37 PM
35	Brilliant	4/28/2020 6:31 PM

Ash Logistics Customer Satisfaction - Spring 2020

36	Very friendly, professional team - would certainly be happy to use again.	4/27/2020 8:06 PM
37	They were great many thx	4/27/2020 6:57 PM
38	Very good service, can't think of any negatives - thank you	4/26/2020 12:44 PM
39	Best delivery service we've had. Helpful, right on time. Picked up within 4 ring and very helpful. Very Professional wish more companies use them!	4/25/2020 11:13 PM
40	Very pleased!! Considering the current situation, you have been amazing!! Thank you!!	4/25/2020 8:31 PM
41	Thank you	4/24/2020 5:37 PM
42	Excellent service	4/23/2020 8:25 PM
43	We didn't receive the phone call before delivery as advised but wasn't an issue as we were at home	4/17/2020 6:55 PM
44	I was told via email twice that I would receive a call before my delivery was made which I did not receive, the driver just turned up. Of course, this isn't a big deal but I always think it's good to deliver what you have said especially if it's been said twice to the customer. Their prompt reply, however, was very impressive and put my mind at ease.	4/17/2020 9:48 AM
45	Would recommend	4/16/2020 2:20 PM
46	Thank you	4/16/2020 10:27 AM
47	Would use again	4/10/2020 11:15 AM
48	A very personalised service; better than the delivery 'giants'	4/9/2020 4:42 PM
49	Great service from start to finish, tip top communication, thanks!	4/9/2020 9:16 AM
50	The call beforehand to confirm they were 30 minutes away was much appreciated.	4/8/2020 9:49 AM
51	Brilliant. No stress, 100% professional and reliable, would always recommend. Thank You,	4/6/2020 7:38 PM
52	Parcel delivered in perfect condition at stated time	4/6/2020 9:21 AM
53	Wish all delivery companies were like Ash Logistics ... so professional	4/5/2020 4:17 PM
54	Dud what it says on the tin with good comms.	4/5/2020 3:21 PM
55	No problems whatsoever	4/5/2020 2:36 PM
56	All good thank you	4/4/2020 9:29 PM
57	On time polite delivery guy, very happy!	4/4/2020 8:54 PM
58	Efficient, good emails, punctual, friendly man	4/4/2020 8:42 AM
59	Great service. Thankyou	4/4/2020 8:36 AM
60	Best delivery company I've ever experienced period!	3/27/2020 9:22 AM
61	The best	3/27/2020 8:29 AM
62	Great service. Delivered as promised.	3/22/2020 9:12 AM
63	Very pleasant delivery guys, furniture unpacked and packaging taken away very smooth process	3/22/2020 8:40 AM
64	Very happy with the service and grateful that you were able to deliver under current circumstances.thanks	3/21/2020 8:32 PM
65	They were very good except they left the item upside down and it was quite heavy so I had a hard time getting it right side up	3/21/2020 6:15 PM
66	Wish all companies were as good as yours!	3/21/2020 2:51 PM
67	Last two parcel From Rockett arrived damaged not this time perfect	3/14/2020 6:38 PM
68	great service as always	3/13/2020 6:07 PM
69	Arranged delivery efficiently via email. Crew phoned ahead before delivery as agreed. Items delivered in good condition.	3/13/2020 5:56 PM
70	Would recommend them	3/13/2020 5:51 PM
71	They couldn't find my house but when they did worked v quick	3/9/2020 7:56 PM

Ash Logistics Customer Satisfaction - Spring 2020

72	My refund was issued first thing on the next business day.	3/9/2020 12:15 PM
73	Thanks again. Fabulous service.	3/9/2020 12:05 PM
74	If it could always be this company I would be the happiest!!!	3/9/2020 11:28 AM
75	Would highly recommend Ash Logistics.	3/9/2020 11:17 AM
76	Great service - will buy again	3/9/2020 10:58 AM
77	Fantastic service. Really helpful on the phone and actually get straight through to a person not a machine! Top class service	3/9/2020 10:39 AM
78	Thank you for doing a good job. It's as expected but these days sadly it's rare.	3/9/2020 10:37 AM