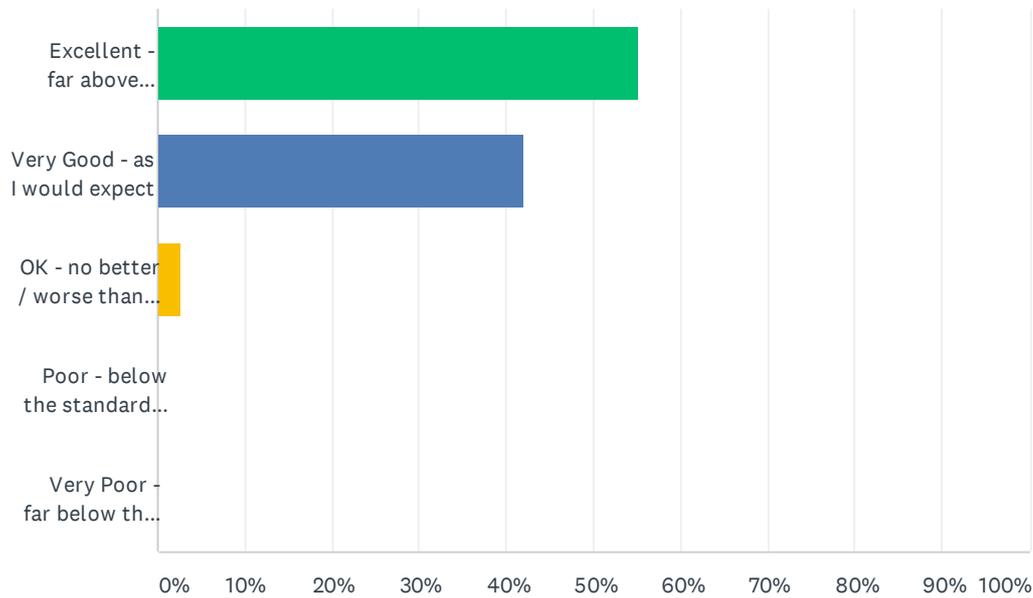


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 1,679 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	55.33%	929
Very Good - as I would expect	41.99%	705
OK - no better / worse than other delivery companies	2.68%	45
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		1,679

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

#	COMMENTS IF ANY	DATE
1	3rd time they've delivered & totally consistent in their manners, cleanliness & time	2/26/2021 4:41 PM
2	Don't give any options for date.	2/26/2021 10:19 AM
3	Prompt, efficient and courteous	2/25/2021 5:54 PM
4	Quick and efficient	2/25/2021 4:29 PM
5	Really excellent - very quick response when I emailed to change my delivery address.	2/25/2021 4:16 PM
6	Helpful, cheerful and efficient guys - thank you!	2/24/2021 4:36 PM
7	Cannot praise highly enough	2/23/2021 5:32 PM
8	Great communication	2/23/2021 4:33 PM
9	Rang ahead with eta. Warm and friendly, on time and professional	2/23/2021 4:08 PM
10	Friendly and efficient	2/23/2021 4:07 PM
11	Extremely efficient, great communication.	2/22/2021 4:46 PM
12	Very kind and courteous service	2/22/2021 4:46 PM
13	Lovely men and carried mattress up 2 flights	2/22/2021 4:23 PM
14	Great email response (quick!) and very punctual pick up service	2/22/2021 9:30 AM
15	Prompt and courteous	2/21/2021 8:55 AM
16	Good communication, nice small window for delivery time so not hanging around all day!	2/20/2021 3:44 PM
17	Very polite and courteous.	2/19/2021 8:52 PM
18	Quick on time	2/19/2021 7:45 PM
19	Excellent says it all	2/19/2021 4:31 PM
20	Two guys who delivered the units are an asset to their company.	2/18/2021 9:26 PM
21	They delivered with no problem and collected an item that was going back.	2/18/2021 6:39 PM
22	They unwrapped and moved the item for us as it was very heavy. Delighted.	2/18/2021 6:36 PM
23	Informed all the way re delivery time and given opportunity to choose another.	2/18/2021 12:21 AM
24	Very friendly team	2/17/2021 7:48 PM
25	Took a while to receive any information regarding the collection date.	2/17/2021 5:01 PM
26	Collection arranged promptly, good communication	2/16/2021 6:53 PM
27	Very smooth collection	2/16/2021 6:50 PM
28	Lovely delivery guys. Friendly and polite.	2/16/2021 5:48 PM
29	I asked the driver to keep the parcel a secret from my wife which he did and helped take it round	2/16/2021 5:46 PM
30	The pre-delivery day check message was appreciated.	2/16/2021 2:52 PM
31	Vey polite and pleasant	2/15/2021 8:34 PM
32	very friendly and efficient and punctual	2/15/2021 7:10 PM
33	Arrived within time window stated respectful of my house, friendly and quick	2/15/2021 6:36 PM
34	On time and very polite	2/15/2021 6:34 PM
35	Lovely and friendly people.	2/13/2021 8:07 PM
36	Everything was very easy and safe! Thank you	2/13/2021 6:57 PM
37	Would have liked a call first thing with an hours delivery estimate	2/13/2021 6:18 PM
38	A very efficient service - thank you.	2/13/2021 5:10 PM
39	Brilliant from start to finish with a very friendly delivery driver	2/13/2021 4:42 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

40	Friendly guys - good service	2/12/2021 5:59 PM
41	I really appreciate the phone calls/emails	2/12/2021 5:28 PM
42	Communication was simple & easy!	2/12/2021 5:02 PM
43	called when 10mins away which was really helpful	2/12/2021 4:38 PM
44	Delivery came as scheduled	2/11/2021 10:31 AM
45	Excellent, clear and accurate information provided during the entire process. Easy to rebook delivery slot and give specific instructions. First class thank you.	2/10/2021 9:45 AM
46	Amazing service	2/9/2021 7:30 PM
47	I got update messages and furniture delivered on date within timeframe. But no call was made when they were on their way which it should have been.	2/9/2021 5:54 PM
48	Excellent communication and customer service, so friendly and helpful	2/9/2021 4:22 PM
49	-good communication - polite	2/7/2021 9:12 AM
50	Very friendly, polite and covid aware.	2/6/2021 6:09 PM
51	On time, advanced notice by phone, delivered all the way to the house, exceptional!	2/6/2021 4:10 PM
52	Email contact was fine	2/6/2021 4:02 PM
53	Top communication from order to delivery. Very clear instructions and very fast and professional service.	2/6/2021 3:42 PM
54	Impressed on time to the minute	2/6/2021 6:09 AM
55	Quick service and great communication.	2/6/2021 5:08 AM
56	Very polite, helpful and efficient.	2/5/2021 9:38 PM
57	Goods arrived soon after order, faster than anticipated.	2/5/2021 4:02 PM
58	Polite and helpful thank you	2/5/2021 3:56 PM
59	2 very polite and smiling gentleman who arrived promptly at 0839	2/5/2021 6:36 AM
60	t was a complicated one because it was to pick up and replace a wheel from a bigger piece of furniture - but it all worked out fine.	2/4/2021 6:08 PM
61	Felt very informed by contact. Was called before delivery with eta which was within the times offered.	2/4/2021 6:03 PM
62	Communication great	2/4/2021 5:52 PM
63	Couldn't be better. Very helpful.	2/4/2021 5:16 PM
64	The courier staff were friendly and helpful	2/3/2021 6:46 AM
65	Lovely guys who came and delivered. Highly personable as well as polite and helpful.	2/1/2021 10:00 PM
66	Polite and efficient	2/1/2021 4:39 PM
67	Excellent communication.	1/29/2021 7:24 PM
68	Wasn't clear to confirm delivery I had to respond to email, was looking for link to click.	1/29/2021 5:49 PM
69	Wasn't an issue but was promised a call beforehand.	1/28/2021 7:15 PM
70	Great communication, very obliging and accommodating about delivery time	1/28/2021 6:40 PM
71	Great speed and efficiency	1/28/2021 5:38 PM
72	Very polite, and safety conscious	1/28/2021 3:46 PM
73	wore masks, kept distance, were in and out	1/27/2021 8:56 PM
74	Good communication throughout	1/26/2021 6:41 PM
75	ease of communication/friendly	1/26/2021 5:08 PM
76	Very efficient and quick process	1/26/2021 3:09 PM
77	With an extremely difficult delivery when they were kept waiting for more than 30 minutes. The Ash team remained calm and professional.	1/26/2021 2:58 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

78	Good email communication setting out all details.	1/25/2021 8:48 AM
79	very helpful people	1/23/2021 4:15 PM
80	V good communication	1/23/2021 9:21 AM
81	Very speedy delivery. Good communication. Time slot given. Lovely delivery guys.	1/23/2021 5:09 AM
82	staff are very responsive and quick to help	1/22/2021 7:55 PM
83	E-mailed in advance to confirm time and date	1/22/2021 5:51 PM
84	The two guys who have delivered here are great!	1/22/2021 5:05 PM
85	very friendly	1/22/2021 10:54 AM
86	Not really relevant	1/21/2021 9:59 PM
87	Took a while to arrange delivery as I know it was collected a week ago and took a week to arrive	1/21/2021 8:23 PM
88	Much better organisation and communication than many (any) other delivery companies.	1/21/2021 7:52 PM
89	Really accommodating with a very smooth service and delivery	1/21/2021 6:57 PM
90	Very good communication regarding delivery time & helpful unpacking item.	1/21/2021 6:28 PM
91	Detailed email	1/20/2021 4:58 PM
92	Communication excellent and they arrived when they said they would - perfect	1/19/2021 5:18 PM
93	At the very latest end of the 4 hour delivery window offered so a long wait!!	1/19/2021 5:16 PM
94	Friendly and efficient, good service	1/18/2021 10:23 PM
95	Polite, patient, attentive. Couldn't be better.	1/18/2021 9:55 PM
96	Answered promptly and clearly	1/18/2021 6:22 PM
97	Efficient	1/17/2021 9:08 PM
98	instructions were clear and informative	1/16/2021 8:46 PM
99	Very clear instructions of what would happen and when.	1/16/2021 8:11 PM
100	Couldn't be easier, totally takes any hassle out of the whole process.	1/16/2021 5:14 PM
101	missed their delivery call but they left a clear message explaining my delivery options	1/16/2021 12:17 PM
102	Took my personal circumstances into consideration	1/16/2021 6:27 AM
103	Lovely delivery men	1/15/2021 7:53 PM
104	Rapid reply to emails	1/15/2021 5:59 PM
105	Provided detail within 24 hours of drop off time	1/15/2021 5:13 PM
106	It was very helpful to get a call an hour before they arrived.	1/14/2021 5:35 PM
107	Exceeded expectations set by most delivery companies	1/14/2021 5:00 PM
108	Great friendly service	1/14/2021 4:42 PM
109	We thought it was so good of them to call on the day to give us an accurate time for delivery so we didn't have to spend our whole day waiting around	1/14/2021 10:53 AM
110	Good notice of delivery. Excellent contact on delivery day. Pleasant friendly delivery man.	1/13/2021 6:40 PM
111	Very helpful staff and information online.	1/13/2021 5:16 PM
112	Email confirmation with all the info was great, clear, useful and you even had a contact number! Way better than most companies. Impressed.	1/13/2021 5:00 PM
113	I received an email with a delivery date I responded to the email and got the slot in the morning I received an email confirming the date and time	1/11/2021 11:15 PM
114	Delivery arrived early on the day.	1/11/2021 8:01 PM
115	would prefer not to get a phone call before 08.00 - text maybe?	1/11/2021 6:30 PM
116	Good communication and extremely efficient and friendly drivers	1/11/2021 5:35 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

117	Called 20 mins before they arrived	1/11/2021 5:01 PM
118	Good communication via email	1/11/2021 5:01 PM
119	This is the 3 delivery (2 in Edinburgh, 1 in Perthshire) and all the crews have been careful, polite and pleasant.	1/11/2021 5:28 AM
120	Guys worked masks which was good when they came to the door and brought inside for us very nicec	1/9/2021 6:52 PM
121	Very prompt and friendly	1/9/2021 5:47 PM
122	Great to be given a time slot (as well as the date) a couple of days in advance	1/9/2021 5:13 PM
123	Brilliant communications	1/9/2021 5:00 PM
124	Very helpful that you always call shortly before drop off	1/7/2021 6:49 PM
125	The guys delivered and unwrapped our furniture	1/7/2021 5:51 PM
126	Absolutely delighted with delivery service	1/5/2021 2:55 PM
127	Brilliant communication	1/4/2021 9:38 PM
128	Very professional	1/4/2021 5:19 PM
129	Efficient, great communication, great customer service	12/26/2020 8:23 AM
130	They were in time, courteous and helpful	12/24/2020 5:03 PM
131	Great service.	12/24/2020 3:34 PM
132	Emailed regarding delivery date, confirmed the next day and stuck to it. Also called on the day when they were nearby.	12/24/2020 12:21 AM
133	2 guys lovely friendly	12/23/2020 5:32 PM
134	early, friendly, efficient	12/23/2020 5:29 PM
135	Well organised and polite	12/23/2020 4:51 PM
136	Very responsive and clear	12/23/2020 12:30 PM
137	Polite and friendly. On time and phoned before arrival	12/23/2020 12:11 PM
138	Really pleased with the service, they unpacked the item and took away the extra packing.	12/23/2020 11:39 AM
139	All professional on time with a smile	12/23/2020 10:47 AM
140	Very courteous	12/23/2020 10:42 AM
141	110% as I'd requested to have it delivered this week specifically	12/22/2020 7:21 PM
142	Very proactive, quick and helpful	12/22/2020 9:03 AM
143	Good that they delivered replacement chair before xmas	12/22/2020 6:39 AM
144	pleased you arranged a day I requested after I rang you	12/21/2020 10:07 PM
145	Nice to be able to confirm delivery via email. Easy and fast confirmation. Thank you.	12/21/2020 6:12 PM
146	Helpful polite courteous service	12/21/2020 5:40 PM
147	Advance notice by email was very helpful.	12/21/2020 5:37 PM
148	Very reliable, they keep you up dated on the progress of your delivery	12/19/2020 5:32 PM
149	Very friendly and efficient service.	12/19/2020 4:49 PM
150	Communication v good	12/19/2020 8:09 AM
151	Crew excellent...unfortunately the packaging smelt dreadful and I had to go to the local skip to dispose immediately then wash the drinks trolley down...could have been a curry smell!	12/18/2020 2:37 PM
152	The whole tone of communications was excellent. I get a lot delivered at the moment and this was stand out. The two delivery guys were great and taking away the packaging was brilliant	12/18/2020 5:35 AM
153	Good communication throughout. Fast response to emails when sent asking for clarification.	12/17/2020 7:42 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

154	Great communication	12/17/2020 6:25 PM
155	Great communication pre-delivery and charming service.	12/17/2020 6:14 PM
156	Took away packaging and unpacked for me	12/17/2020 5:44 PM
157	Did everything they said they would at a peak time of year!	12/17/2020 5:34 PM
158	What can I say, Marius and Manny were superb. Made sure they took care, respected our property by keeping everything covered up and were genuinely superb. Whilst keeping our distance, I observed how they checked over the products on my behalf just before I then checked. They were friendly, personable and respectful. I have had deliveries from DPD, Hermes Yodel, DHL, FedEx , UPS, XPD etc and all these with the exception of FedEx have been good but ASH Logistics just took it to another level. At first I did raise my eyebrows at £48 delivery cost but in my view, it was worth every penny. Marius and Manny certainly earned it. They unpacked the items, took them to room of choice and cleared all the packing up afterwards and took it away with them . Whilst I knew I would get this as part of the service, for me it was their manner, diligence and care that was that added value.	12/17/2020 5:12 PM
159	Very easy, had an email and then all sorted	12/17/2020 5:11 PM
160	very helpful and I received regular communication about the status of my delivery.	12/17/2020 5:07 PM
161	Polite. Efficient.	12/17/2020 7:41 AM
162	Efficient, polite, and helpful	12/16/2020 9:19 PM
163	Very helpful	12/16/2020 9:03 PM
164	So impressed they took all the packaging away too	12/16/2020 8:28 PM
165	They were cheerful, positive and helpful despite having to take 2 sofas up to first floor.	12/16/2020 7:54 PM
166	Friendly, professional team.	12/16/2020 7:51 PM
167	& very cheerful gentleman, thank you	12/16/2020 4:05 PM
168	Even though I had a "stern" voice when I called, the young man (Alan Watson) was professional and courteous in dealing with my delivery date issue.	12/16/2020 3:53 PM
169	excellent communication	12/15/2020 11:25 PM
170	Excellent advance information	12/15/2020 8:57 PM
171	They telephoned in advance as expected, they were friendly polite efficient and everything I need from a delivery service.	12/15/2020 8:03 PM
172	Logistics kept me well informed with the fast progress of my delivery. Great service, would definitely use again. Thanks guys.	12/15/2020 7:58 PM
173	Friendly / polite / nothings to much	12/15/2020 7:44 PM
174	Polite phone calls to arrange delivery and 20 minutes before arrival	12/15/2020 5:30 PM
175	very helpful crew	12/15/2020 5:27 PM
176	excellent communication polite and clear with abit of humour !	12/15/2020 11:54 AM
177	Easy to get hold off, optional delivery dates, all round great service in difficult times	12/14/2020 10:32 PM
178	The delivery guy left the parcel in my porch and offered to open the packaging.	12/14/2020 8:42 PM
179	Just great service and contact	12/14/2020 8:13 PM
180	Telephoned 20 mins beforehand to confirm delivery. Efficient, polite and professional delivery staff. Waited for me to inspect goods and took packaging away! Brilliant	12/14/2020 8:09 PM
181	Communication was excellent	12/14/2020 5:52 PM
182	Loved the fact that they unpacked and took away the rubbish.	12/14/2020 5:42 PM
183	Phoned me ahead of time. Were super polite and very charming.	12/14/2020 5:38 PM
184	Easy booking and fast delivery	12/14/2020 5:35 PM
185	Would have been helpful to have a more accurate delivery time earlier in the day if possible, rather than 5 minutes before they arrived...	12/14/2020 10:46 AM
186	we've used them before and they are always brilliant	12/13/2020 2:02 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

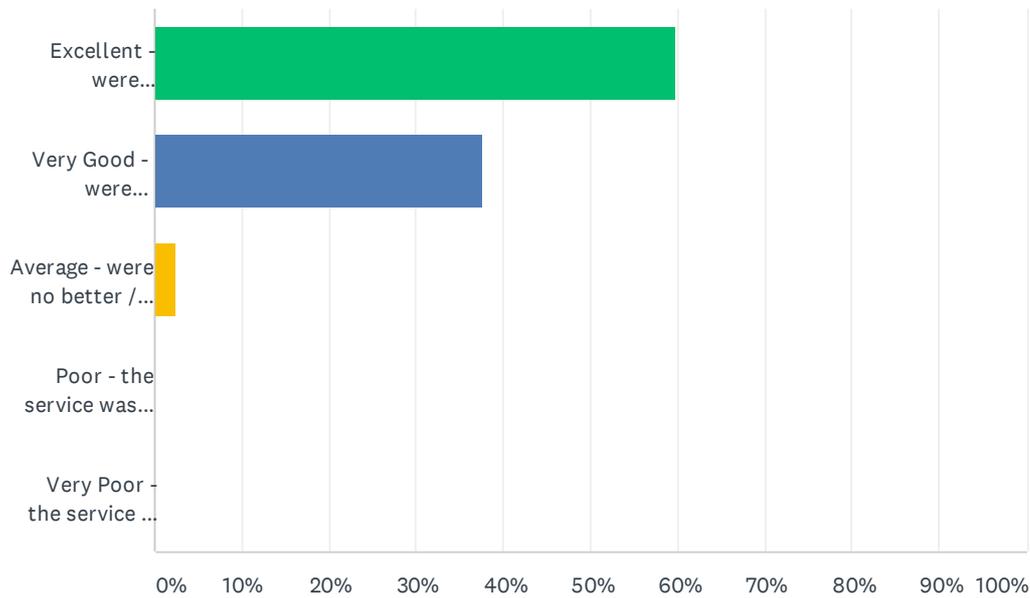
187	Arrived early- very happy with that	12/13/2020 11:11 AM
188	Extremely straightforward and effective!	12/12/2020 7:11 PM
189	Very helpful and friendly.	12/11/2020 7:24 PM
190	I had no trouble contacting the company to give them specific instructions for the delivery driver on the day. The person at the end of the phone was pleasant and assured me he would ensure my instructions were carried out.	12/11/2020 7:22 PM
191	Gave a call when 5 mins away	12/11/2020 5:37 PM
192	They were awesome - so awesome and beyond expectations that I emailed before I knew there was even a survey! The guys were great and so helpful	12/11/2020 9:47 AM
193	Kept updated by e-mails	12/11/2020 8:50 AM
194	Good communication on exact timing of delivery and updates from delivery crew	12/11/2020 7:27 AM
195	Perfect customer service!	12/10/2020 10:11 PM
196	Excellent.	12/10/2020 10:08 PM
197	Would highly recommend	12/10/2020 9:24 PM
198	Friendly and concise	12/10/2020 7:26 PM
199	Very impress delivery service. Helpful and efficient	12/10/2020 6:21 PM
200	It was a little arduous confirming the pick up of the mattress at the same time as the new delivery but down to Soho House being slow in confirming	12/10/2020 11:10 AM
201	Very quick, impressive service.	12/9/2020 10:42 PM
202	I was advised, the afternoon before delivery, of the estimated delivery time. I also had a phone call 20 minutes prior to delivery.l	12/9/2020 9:01 PM
203	Kept me up to date of their progress.	12/9/2020 7:41 PM
204	Excellent communication	12/9/2020 7:39 PM
205	Phone call before the gentleman arrived and asked if we wanted the item unpacked. Wonderful	12/9/2020 7:04 PM
206	Perfectly clear and prompt communications	12/9/2020 6:38 PM
207	Very helpful and accommodating. Prepared to think outside the box when delivering a huge cupboard to a tiny cottage.	12/9/2020 6:35 PM
208	Did there job snd got back to me ASAP	12/9/2020 6:27 PM
209	Emails were sent confirming the time/day beforehand. The driver called me on the day and delivered promptly. He was very polite and professional and i would happily recommend Ash to anyone thinking of commissioning a courier.	12/9/2020 6:16 PM
210	Friendly drivers	12/8/2020 5:38 PM
211	Very helpful and accommodating	12/8/2020 5:13 PM
212	Accurate and timely	12/8/2020 5:03 PM
213	Nobody told me it was coming! It's fine as it was early in the morning so we were here but was expecting an email or phone call!	12/8/2020 5:03 PM
214	Informative and reliable.	12/8/2020 3:39 PM
215	The 2 delivery drivers were extremely helpful	12/7/2020 6:44 PM
216	The delivery men were so kind to carry the sofa up five flights of stairs!	12/7/2020 6:39 PM
217	Lovely, polite helpful delivery men	12/7/2020 12:58 PM
218	Friendly and professional	12/6/2020 12:11 PM
219	Fantastic delivery team - friendly, polite. Couldn't have been better.	12/5/2020 8:33 PM
220	Very good delivery teams. Good communication too.	12/5/2020 12:55 PM
221	very helpful. kind and polite	12/4/2020 8:25 PM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

222	Ash Logistics kept me informed all the way. Very happy	12/4/2020 6:35 PM
223	Very prompt	12/4/2020 5:42 PM
224	very helpful chaps were happy to bring up the steps and bring into the room i wanted the items to be in	12/4/2020 5:12 PM
225	Very understanding in changing of delivery dates due to builders problems!!!	12/4/2020 9:42 AM
226	2 weeks earlier than planned and great communication throughout.	12/3/2020 5:57 PM
227	Called ahead and put in in the garage as requested by my done. Checked the box to see it it was identifiable as it was a gift. Very helpful.	12/2/2020 7:55 PM
228	Very good that they worked around days we were homse, however the process of replying to a very long worded email was a bit arduous. One email was so long I completely missed the fact that I was supposed to reply to confirm.	12/2/2020 7:42 PM
229	Fantastic communication	12/2/2020 7:14 PM
230	Really good guys.. deserve commendation	12/2/2020 7:01 PM
231	Very clear communication and prompt	12/2/2020 6:46 PM
232	Excellent service	12/2/2020 6:38 PM
233	Rang 10 minutes before to confirm eta	12/2/2020 6:12 PM
234	arrived on time	12/2/2020 6:08 PM
235	Prompt, courteous, tidy	12/1/2020 10:59 PM
236	Very polite gentleman	12/1/2020 8:11 PM
237	Happy helpful delivery	12/1/2020 6:50 PM
238	Very impressed with the ease of delivery. It came earlier than expected and the delivery men took all the packaging! Bliss.	12/1/2020 8:49 AM
239	They returned my call out of hours as I was worried about delivery. Can't ask for more than that.	12/1/2020 7:48 AM
240	Very friendly and professional	11/30/2020 8:19 PM
241	First class !	11/30/2020 8:15 PM
242	Very professional friendly clean and tidy!	11/30/2020 7:51 PM
243	Excellent customer support	11/30/2020 7:42 PM
244	Very prompt	11/30/2020 7:32 PM
245	The service was exactly as described.	11/30/2020 7:23 PM
246	Clear and concise email exchanges. Easy to navigate the delivery process.	11/30/2020 7:17 PM
247	Good communication and faultless delivery. Very pleased with product.	11/30/2020 7:11 PM

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

Answered: 1,677 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	59.75%	1,002
Very Good - were professional to a level I expect	37.75%	633
Average - were no better / worse than other delivery companies	2.50%	42
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		1,677

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

#	COMMENTS IF ANY	DATE
1	Just very polite & respectful of the goods & property	2/26/2021 4:41 PM
2	Where over a hour later than they text they would be.	2/26/2021 10:19 AM
3	they were great. moved our furniture outside	2/26/2021 4:15 AM
4	Could not have been more helpful. Great communication and dealt with the difficult access to the property without any fuss.	2/25/2021 4:29 PM
5	Really excellent again - got a call before they arrived and delivery was very smooth	2/25/2021 4:16 PM
6	Driver was very helpful	2/24/2021 7:29 PM
7	Incredibly polite and friendly	2/24/2021 4:14 PM
8	Very friendly and careful with item.	2/23/2021 4:33 PM
9	Very polite, safe & helpful	2/23/2021 4:12 PM
10	Always do warm and friendly	2/23/2021 4:08 PM
11	Rang as promised, extremely polite.	2/22/2021 4:46 PM
12	Very nice people great communication skills	2/22/2021 4:46 PM
13	Wore shoe protectors, very polite and efficient	2/22/2021 9:30 AM
14	Early. Very careful and pleasant.	2/20/2021 3:53 PM
15	Very, very helpful. Even though we were delayed in answering the door they were professional	2/19/2021 8:52 PM
16	Very kind and helpful	2/19/2021 7:02 PM
17	Excellent says it all	2/19/2021 4:31 PM
18	Excellent and very helpful.	2/18/2021 6:39 PM
19	Very pleasant crew	2/18/2021 6:36 PM
20	Very friendly	2/18/2021 6:30 PM
21	Chap was so lovely had circumstances been different I would have offered him a cup of tea	2/18/2021 6:15 PM
22	Very friendly chaps	2/18/2021 5:55 PM
23	On time and called to confirm specific time of arrival. Excellent on delivery and collection	2/18/2021 12:21 AM
24	I thought they were going to unpack it for me and dispose of the packaging. But they just brought it in to the kitchen. However they did have to carry it upstairs to second floor and they were pleasant though few words.	2/17/2021 6:00 PM
25	I really appreciated them moving my large cabinet delivery very close to final position so it was very easy for me to unpack.	2/16/2021 9:35 PM
26	Yep all fine	2/16/2021 6:53 PM
27	Brilliant service	2/16/2021 5:46 PM
28	Very conscientious	2/15/2021 6:34 PM
29	The delivery team didn't deliver the entire order but as soon as they were advised of this they returned without question to complete the delivery on the same day	2/14/2021 10:09 AM
30	Polite and efficient	2/13/2021 6:18 PM
31	Unfortunately one mirror was broken when I opened the box	2/13/2021 10:27 AM
32	Both men were exceedingly helpful as cabinet was difficult to get into the house, they were excellent	2/12/2021 8:24 PM
33	Called before arrival, called with any issues finding us & very polite.	2/12/2021 5:02 PM
34	Straight forward delivery	2/12/2021 4:41 PM
35	brought product into home not just left outside	2/12/2021 4:38 PM
36	Polite and efficient. Due to Covid safety restrictions, assembly and removal of packaging	2/10/2021 9:45 AM

Ash Logistics Customer Satisfaction - Winter 2020 / 2021

materials was not an available option. This would have been a great help. This is out of the control of Ash Logistics so perfectly understandable.

37	Very polite and accommodating	2/9/2021 7:30 PM
38	Difficult to tell because of Covid delivery rules. They could only drop packages in porch.	2/9/2021 5:54 PM
39	The delivery man was lovely and delivered right to my door	2/9/2021 4:22 PM
40	Coped well with a pick up on a icy day getting furniture from rear of property via garden.	2/8/2021 11:15 PM
41	Hard working, and helpful	2/8/2021 8:03 PM
42	Fantastic. I've had many deliveries with other companies recently and they have been dreadful. I could not fault my delivery team. They gave me an accurate estimation of when they would arrive, brought my product to the room and choice and were absolutely lovely.	2/8/2021 4:09 PM
43	Very friendly and accommodating driver/delivery man	2/8/2021 4:01 PM
44	Polite-punctual-cheerful	2/7/2021 9:12 AM
45	Delivered right to door and even gave tips on how to assemble	2/6/2021 8:52 PM
46	Fantastic crew. Handled my delivery carefully and were polite and professional.	2/6/2021 6:09 PM
47	Called before delivery, giving me plenty of time to make sure I was at home. Very polite on the phone and appreciated the covid safety checks too. The physical delivery was faultless. Professional, friendly, helpful and thoughtful.	2/6/2021 3:42 PM
48	The two men were very helpful and pleasant.	2/6/2021 3:15 PM
49	Delivery Boys were beyond great!!!!!!First class customer care!!!	2/6/2021 2:45 PM
50	Left the parcel a bit far from the door so my elderly partner and I had to lift it inside.	2/5/2021 4:08 PM
51	The delivery guys were very courteous and helpful.	2/5/2021 4:02 PM
52	Even took their shoes off at the door	2/5/2021 3:51 PM
53	Quick and efficient	2/5/2021 6:36 AM
54	Friendly conscientious staff who handled the item carefully and helpfully.	2/4/2021 6:03 PM
55	Driver called with an ETA, delivery to our room choice & offered to unpack the item, very courteous.	2/4/2021 5:52 PM
56	Pleasant helpful and well mannered	2/4/2021 5:16 PM
57	props to the guys for bringing the table up 3 flights of stairs after it didn't fit in the lift!	2/4/2021 4:58 PM
58	I didn't get a phone call prior to delivery even though admin said I would to arrange the right place to take it as if given 2 addresses and mentioned on the day that the snow might make it difficult to get to one address.	2/3/2021 8:00 PM
59	Polite and very COVID aware. Thanks.	2/3/2021 3:55 PM
60	I was expecting a call in advance on the day to give me a better idea of timings but I didn't receive one	2/2/2021 5:30 PM
61	polite and happy to help. Great advert for the company	2/2/2021 4:04 PM
62	Lovely chaps, very kindly brought heavy furniture upstairs for me and called beforehand to give precise delivery time. Very personable and professional.	2/1/2021 4:48 PM
63	Service with a smile, lovely chaps	2/1/2021 4:39 PM
64	Very polite guys, helpful and no faffing	1/28/2021 6:40 PM
65	Faultless service - really very good	1/28/2021 5:38 PM
66	Good advice given on unpacking the product	1/28/2021 4:21 PM
67	Not the guys fault but very difficult unpacking these items as alone and so much packaging to dispose of	1/28/2021 4:10 PM
68	On time, called beforehand as promised, pleasant delivery men who placed item in room and took away box. Delighted!	1/27/2021 5:18 PM
69	Called 20 mins before arrival	1/26/2021 6:41 PM

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70	really helpful nice guys	1/26/2021 5:08 PM
71	carried very heavy box up a long icy drive and delivered safe into conservatory - then left text letting me know! Fab!	1/26/2021 3:39 PM
72	Very friendly staff collected the package. Called to let me know they were on their way.	1/26/2021 3:09 PM
73	received call to confirm when they would arrive, very polite crew	1/25/2021 8:48 AM
74	Very efficient and very courteous...a credit to you.	1/23/2021 4:54 PM
75	Marius & Sergio were extremely professional and helpful. Thank you	1/23/2021 3:36 PM
76	On time, good communication and pleasant delivery people	1/23/2021 9:21 AM
77	Very polite guys, happy to place the very heavy desk in any room.	1/23/2021 5:09 AM
78	the crew were friendly, professional and willing to help	1/22/2021 7:55 PM
79	Phoned in advance to confirm delivery time unpacked furniture placed in room then removed all packaging	1/22/2021 5:51 PM
80	Delivery drivers couldn't have done more and we're really nice and friendly	1/22/2021 5:13 PM
81	Phoned before arrival - on time and nice delivery men	1/22/2021 4:38 PM
82	Called 10 mins before arrival	1/21/2021 8:23 PM
83	The two guys who delivered could not have been nicer or more helpful. Very polite couple of phone calls to tell me they were on their way. Very careful with the deliver (which was heavy) and really efficient.	1/21/2021 7:52 PM
84	Very speedy and helpful	1/21/2021 6:57 PM
85	The team were great however it was concerned that one chair was wrapped and the other wasn't but that may be the supplier	1/21/2021 6:34 PM
86	Very efficient. Friendly man delivered to door.	1/21/2021 4:45 AM
87	The lads were excellent	1/21/2021 12:43 AM
88	They kindly offered to take their shoes off but lots of plastic on 2 day old carpet so not necessary	1/20/2021 4:58 PM
89	Polite and timely	1/19/2021 5:18 PM
90	Carried safely inside and placed on floor but I had to carry it to its final resting place	1/19/2021 5:16 PM
91	Lovely, friendly, polite delivery staff. Breath of fresh air!	1/18/2021 10:33 PM
92	Excellent, very helpful given the current situation and were very careful bringing the item (large box/chair) into my house.	1/18/2021 10:23 PM
93	Great communication; polite, helpful, efficient. Perfect.	1/18/2021 9:55 PM
94	The gentleman was very friendly and helped me to move the delivery to first floor.	1/18/2021 9:33 PM
95	Driver rang as to when to expect him and was on time to the minute	1/18/2021 6:22 PM
96	Unfortunately due to Covid they were not able to unpack and set up my furniture.	1/18/2021 5:57 PM
97	Very polite.	1/17/2021 9:08 PM
98	Polite and helpful	1/16/2021 8:46 PM
99	Called half an hour in advanced. Asked if we needed any help with the product. Very friendly.	1/16/2021 8:11 PM
100	Really professional, polite and safe. Much appreciated	1/16/2021 5:14 PM
101	Really helpful and polite - nice guys	1/16/2021 4:08 PM
102	the box was too big to fit through the door and with no fuss just took the item out of the box and fetched it in.	1/16/2021 12:17 PM
103	Very polite	1/16/2021 7:55 AM
104	The men were pleasant, polite and professional.	1/16/2021 6:27 AM
105	Kept their distance and were friendly	1/15/2021 7:53 PM

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106	Nice guys - both wearing masks which was appreciated and friendly and respectful	1/15/2021 5:13 PM
107	.	1/15/2021 4:39 AM
108	I was only disappointed that they wouldn't remove packaging or bring the item up to the room, but I understood it was because of the Corona situation.	1/14/2021 5:35 PM
109	Great notice of expected time of delivery by phone, thank you	1/14/2021 5:04 PM
110	Very friendly, professional team	1/13/2021 5:54 PM
111	Very helpful delivery professionals particularly for my elderly mother.	1/13/2021 5:16 PM
112	They were really good. They were patient as we had to take the door off in the end. They followed covid guidelines and were friendly and polite	1/13/2021 5:00 PM
113	Very courteous under the new Covid restrictions they delivered the items in the room that I wanted wearing full PPE very professional indeed	1/11/2021 11:15 PM
114	Nice fellas, very helpful	1/11/2021 6:22 PM
115	very friendly and helpful	1/11/2021 5:10 PM
116	Helped bring it up to the flat	1/11/2021 5:01 PM
117	Very friendly two guys, and was nice of them to wish my happy new year!	1/11/2021 5:01 PM
118	Little too early in the day, but it got me out of bed :-)	1/8/2021 10:41 AM
119	really helpful putting it in place	1/7/2021 7:30 PM
120	Really lovely, cheerful delivery men	1/7/2021 6:46 PM
121	They were really friendly and were bang on time!	1/7/2021 5:53 PM
122	Very polite, helpful, lovely guys	1/5/2021 5:37 PM
123	Very polite. On time. Rang 10 mins before arrival	1/4/2021 9:38 PM
124	Very helpful	1/4/2021 7:00 PM
125	Very polite and friendly and adhered to social distancing rules	1/4/2021 5:51 PM
126	Polite and respectful	1/4/2021 5:19 PM
127	Very helpful and friendly service.	12/24/2020 3:58 PM
128	Great service	12/24/2020 3:34 PM
129	Very professional and polite	12/24/2020 3:07 PM
130	Experienced, courteous and professional. Nothing was too much trouble, placed the kitchen island exactly how we wanted, assembled it and took the packaging away. Great experience.	12/24/2020 12:21 AM
131	Very friendly and professional	12/23/2020 5:39 PM
132	professional, accomodating, mask and gloves worn	12/23/2020 5:29 PM
133	Polite and helpful	12/23/2020 12:30 PM
134	Super nice guy unpacked and checked item	12/23/2020 10:47 AM
135	Very helpful guys	12/22/2020 9:03 AM
136	On time, helpful and friendly, wore masks.	12/22/2020 6:39 AM
137	Delivery crew were extremely helpful	12/21/2020 10:49 PM
138	Excellent to receive a call 15 mins before delivery - very useful. Thank you.	12/21/2020 6:12 PM
139	Excellent as always from Ash logistics	12/21/2020 5:40 PM
140	Called to let me know they were coming, unpackaged the items. Very polite and professional and quick.	12/21/2020 5:37 PM
141	Very courteous	12/20/2020 7:23 AM
142	Thank you for leaving with my neighbour	12/19/2020 7:32 PM
143	Very helpful when delivering a large parcel	12/19/2020 8:09 AM

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144	Friendly professional and nothing was too much trouble.	12/18/2020 5:35 AM
145	Very friendly and helpful	12/17/2020 8:06 PM
146	The drivers were great. Our driveway is very narrow and loose gravel and they managed to get both very heavy packages down the driveway safely. We also just brought home a rescue dog who we were trying to settle but was having a good bark at them and it didn't seem to sway them (which I was acutely aware of and thank them for their patience.	12/17/2020 7:42 PM
147	Very professional ..great customer service	12/17/2020 7:16 PM
148	Friendly and accomodating	12/17/2020 6:25 PM
149	Very helpful on arrivals despite a challenging site for delivery.	12/17/2020 6:14 PM
150	Lovely guys. Took all packaging and made sure we were happy.	12/17/2020 6:05 PM
151	Very gelpful and courteous	12/17/2020 5:57 PM
152	Very professional and courteous	12/17/2020 5:53 PM
153	Top drivers! Perfect communication and polite! Credit to your company!	12/17/2020 5:34 PM
154	Two very helpful & friendly delivery drivers	12/17/2020 5:13 PM
155	As above . The care, attention to detail, their manner, friendliness and positive attitude is testimony to Ash Logistics and the end clients it serves.	12/17/2020 5:12 PM
156	The guys were brilliant, very polite, helpful and efficient	12/17/2020 5:11 PM
157	telephoned on the two occasions I have received deliveries to tell me the time of delivery and to check location.	12/17/2020 5:07 PM
158	Excellent - very professional, polite and helpful.	12/17/2020 10:25 AM
159	Very impressed with delivery person. Rang to let us know he was 30 mins away and was super polite and professional. 10/10!!	12/16/2020 10:49 PM
160	Very good thank you	12/16/2020 10:36 PM
161	On time, helpful and love that they offer to unbox	12/16/2020 9:19 PM
162	Great service	12/16/2020 9:03 PM
163	Very quick and very quiet as my boyfriend was on a call!	12/16/2020 8:43 PM
164	They knew what they were doing and very Covid safe.	12/16/2020 7:54 PM
165	Service was really well organised. Got a phonecall when they were on their way and again, they were very friendly.	12/16/2020 7:51 PM
166	Even though (due to Covid-19), Ash Ligistics has suspended construction of furniture delivered if tools are needed, they were (both) v kind in attaching & hand tightening the 4 screws that link the top and bottom part of the console table they delivered.	12/16/2020 3:53 PM
167	Delivery was notified in good time and was earlier than original slot which suited us.	12/16/2020 8:54 AM
168	Very polite delivery team	12/15/2020 8:57 PM
169	Friendly / polite / nothings to much. Unpacked and even took the cardboard	12/15/2020 7:44 PM
170	very helpful , covid safe , nice conversation	12/15/2020 11:54 AM
171	Efficient, short delivery when everyone else is taking so long	12/14/2020 10:32 PM
172	As commented above	12/14/2020 8:09 PM
173	Very helpful and polite. Called to tell me they were nearby and when to expect them.	12/14/2020 5:52 PM
174	V friendly delivery bloke	12/14/2020 5:42 PM
175	Delivery was executed efficiently and respectfully.	12/14/2020 5:38 PM
176	Timely, courteous, friendly delivery people, organised booking	12/14/2020 5:35 PM
177	lovely manner on the phone and super helpful in person	12/13/2020 2:02 PM
178	very personable and courteous	12/13/2020 12:08 PM

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179	The delivery guys were very courteous and helpful	12/12/2020 7:11 PM
180	Very polite and courteous!	12/12/2020 7:11 PM
181	The drivers called to let me know how long they'd be and arrived on time. They were extremely friendly and helpful. The sofa I ordered was smaller than I'd thought and they patiently waited while I tried to call the vendor to see if I could return it. My call got put into a queue but they waited and were extremely polite (even though I was being incredibly annoying!) they couldn't have been more helpful and I would be grateful if you could pass on my thanks	12/12/2020 4:36 PM
182	Extremely friendly & obliging, removed all wrappings etc, respected social distance	12/11/2020 8:34 PM
183	The delivery driver called me as he arrived to the parking structure attached to the building as requested so I could come down and give him access to the building. He immediately let me know that upon picking up the package he had notice the damage to the outer packaging but had checked the contents and the item was undamaged. This was reassuring as the item is very large and came in 2 packages. The young man was pleasant, efficient and brought the package to my front door.	12/11/2020 7:22 PM
184	Just would have preferred to have an idea of possible delivery time earlier in the day	12/11/2020 6:32 PM
185	Felt bad them having to carry up to our 2nd floor flat! But were glad to see they both had masks on properly	12/11/2020 5:41 PM
186	Didn't expect to have unpacking offered. It was a huge help! I couldn't have done it myself and to have the rubbish taken with them was brilliant. We have just moved in and are drowning in cardboard boxes so it was a relief to have one less! They also asked me if the item was correct, which was another great touch! All with smiles on their faces too	12/11/2020 9:47 AM
187	Kept updated by phone. Very pleasant and polite.	12/11/2020 8:50 AM
188	The delivery man was very polite and was happy to wait while I unpacked my parcel to check on the contents.	12/10/2020 11:57 PM
189	Absolutely first class!	12/10/2020 10:11 PM
190	Would highly recommend	12/10/2020 9:24 PM
191	Extremely professional, called beforehand, arrived on time and unpacked and placed our unit as requested.	12/10/2020 7:26 PM
192	The 2 guys were simply superb. They observed the Covid restrictions and were so helpful going above and beyond.	12/10/2020 4:25 PM
193	The delivery team, both from Poland were courteous and very helpful!	12/10/2020 11:10 AM
194	Super quick.	12/9/2020 10:42 PM
195	The delivery crew were very efficient & polite. Also helpful in lifting a large, but not exceedingly heavy, box over my front door-cill. to just inside my door - thanks.	12/9/2020 9:01 PM
196	Crew were great. Polite, helpful and really professional.	12/9/2020 7:41 PM
197	Call from driver to get exact location - very useful	12/9/2020 7:39 PM
198	So friendly	12/9/2020 7:00 PM
199	Offered to let us check, left box in good condition and were thoroughly pleasant. They also called well in advance to tell us they were in their way and check directions	12/9/2020 6:38 PM
200	Excellent real care and consideration bringing in my piece of furniture. Extremely polite really impressed	12/9/2020 6:35 PM
201	Above comment should be in this box - sorry.	12/9/2020 6:35 PM
202	They called ahead which was useful	12/9/2020 6:29 PM
203	Lovely polite guys took are mattress up stairs for snd wished us a great day	12/9/2020 6:27 PM
204	Great communication, on time and safe and friendly service.	12/8/2020 10:50 PM
205	Delivery driver was fantastic, very quick and polite	12/8/2020 5:03 PM
206	The 2 delivery guys were charming and super helpful. Doesn't get any better than that!	12/8/2020 4:59 PM
207	Friendly and attentive.	12/8/2020 3:39 PM

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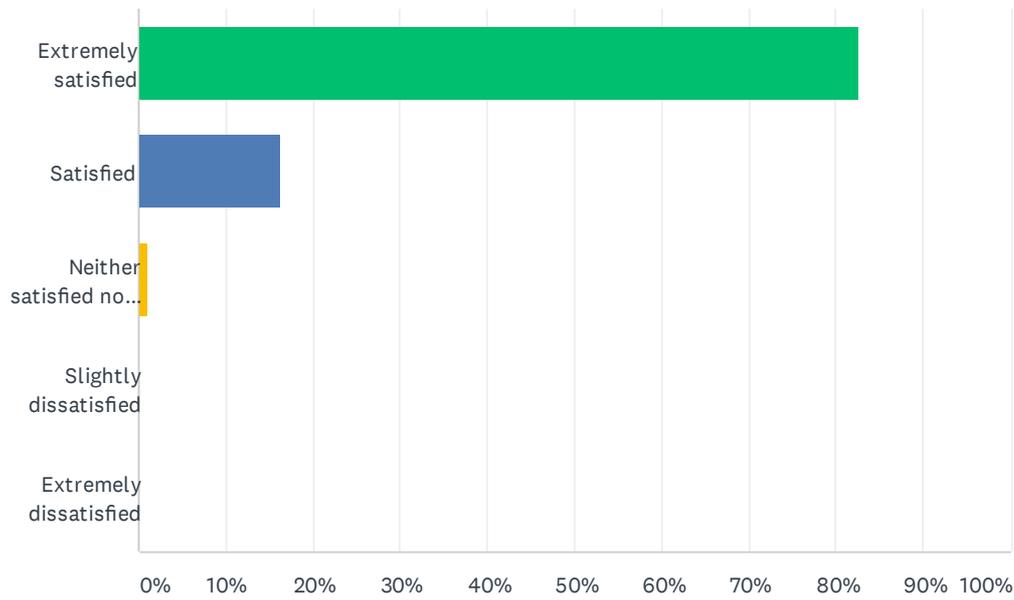
208	Very helpful	12/7/2020 10:38 PM
209	Very impressed with drivers , courteous, professional and helpful	12/7/2020 6:44 PM
210	They were really helpful with unwrapping and taking away all packaging!!	12/7/2020 6:42 PM
211	Prompt, friendly, careful, and very efficient.	12/7/2020 10:06 AM
212	Friendly and professional	12/6/2020 12:11 PM
213	The two members of staff who delivered my parcels were beyond helpful. They brought my parcels to my front door, offered to unpack them and to dispose of the boxes. Never had such experience! One them even offered to help me to bring them in as he saw I was on my own and was going to struggle. This is first time that someone has been so helpful .	12/6/2020 11:59 AM
214	Very personable people- got on with unpacking and carrying a heavy item upstairs with no moaning.	12/5/2020 6:13 PM
215	My delivery arrived on the day and on time. Fab service. The driver called me before arrival which is a rare thing these days. They were very friendly and helpful	12/4/2020 6:35 PM
216	very helpful chaps were happy to bring up the steps and bring into the room i wanted the items to be in	12/4/2020 5:12 PM
217	A challenging delivery address, guys had to carry the item up a steep hill	12/4/2020 9:42 AM
218	Lovely gentlemen brought the chair to our door. Barely any packaging, extremely polite and helpful. Would fully recommend this member of your staff. V happy and delighted with care he took with our new chair.	12/3/2020 9:51 PM
219	Very helpful	12/3/2020 7:22 PM
220	Difficult site, but operatives were willing and friendly when discussing alternative option. Proactive in checking out revised entry option	12/3/2020 6:51 PM
221	Amazing! Carried very heavy furniture up to top floor navigating tight staircases and turns and took huge care of walls etc... Couldn't have asked for better service.	12/3/2020 5:57 PM
222	pleaseant staff couldnt do enough	12/2/2020 8:19 PM
223	Lovely and friendly.	12/2/2020 7:42 PM
224	Smooth delivery	12/2/2020 7:14 PM
225	Very helpful and understanding. Nothing was a problem	12/2/2020 7:01 PM
226	Offering to unpack the item and take the packaging away but absolutely brilliant and unexpected.	12/2/2020 6:46 PM
227	Very professional unpacked and carried unit into position.	12/2/2020 6:12 PM
228	Very polite, friendly and helpful	12/2/2020 6:08 PM
229	So polite and efficient	12/2/2020 5:21 PM
230	The deliveryman called when he was 30 mins away & put my (rather large) package where I asked and was extremely professional & polite - 1st Class! :)	12/2/2020 9:11 AM
231	Timely, effeicient and very polite ... well done chaps!	12/2/2020 8:32 AM
232	Fantastic delivery staff. Lovely and professional.	12/1/2020 8:24 PM
233	As above	12/1/2020 8:11 PM
234	Polite courteous friendly	12/1/2020 6:56 PM
235	Lovely men	12/1/2020 6:55 PM
236	Excellent service today and the lead up to the delivery Special thanks to Seb and Damian who delivered our R&G item yesterday. Kind regards, Linda & Jason	12/1/2020 9:26 AM
237	Very helpful. And wearing masks.	12/1/2020 7:48 AM
238	Very polite and helpful.	11/30/2020 11:13 PM
239	The delivery team were so courteous and helpful. They helped me to unwrap my very large chandelier carefully to inspect for damages and took away all packaging when I was satisfied.	11/30/2020 8:30 PM

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240	Great guys who went above and beyond	11/30/2020 8:19 PM
241	The best ever delivery team going the extra mile	11/30/2020 7:42 PM
242	Very nice guys - very obliging and helpful	11/30/2020 7:32 PM
243	Really friendly delivery team. Did the work with no fuss and really appreciated them taking all the packaging away.	11/30/2020 7:17 PM

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

Answered: 1,675 Skipped: 4



ANSWER CHOICES	RESPONSES	
Extremely satisfied	82.63%	1,384
Satisfied	16.30%	273
Neither satisfied nor dissatisfied	1.07%	18
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		1,675

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#	COMMENTS IF ANY	DATE
1	Effortless	2/26/2021 4:41 PM
2	Very efficient in every way. Thank you.	2/26/2021 3:57 PM
3	I can thoroughly recommend the service	2/25/2021 4:29 PM
4	All round really great - thanks	2/25/2021 4:16 PM
5	On time efficient and cheerful	2/25/2021 4:33 AM
6	You always send nice, co-operative guys so thank you...	2/24/2021 4:36 PM
7	Thank you for my delivery	2/23/2021 4:33 PM
8	Thank you	2/23/2021 4:08 PM
9	Great service from start to finish, couldn't fault it.	2/22/2021 4:46 PM
10	Your crew was very kind and helpful and very fast. Perfect thankyou	2/22/2021 4:46 PM
11	Great communication and friendly delivery!	2/20/2021 8:49 PM
12	I was pleasantly surprised how quickly my sideboard was delivered a few weeks after I order it😊	2/20/2021 3:54 PM
13	The team were extremely helpful and professional. Nothing was any bother.	2/20/2021 3:49 PM
14	Great communication and safe successful delivery of goods	2/20/2021 3:39 PM
15	very helpful and great service	2/19/2021 7:14 PM
16	Brilliant service, thank you very much.	2/19/2021 4:14 PM
17	Extremely professional thank you	2/18/2021 6:39 PM
18	No problem and no complaints	2/18/2021 6:36 PM
19	Communications leading up to delivery and on the day calling ahead superb!	2/18/2021 5:24 PM
20	Polite staff from calls to book in and also delivery staff.	2/18/2021 12:21 AM
21	Great service	2/17/2021 8:59 PM
22	Thank you so much for arranging this so quickly. It's half term so I am hope this week, next week I'd have had to take a day off work. So very grateful for that. You are streaks ahead of IKEA who gave me a rubbish delivery on Monday, chipped parts and all the fittings missing.	2/17/2021 6:00 PM
23	I would have no hesitation in recommending to anyone	2/17/2021 12:23 PM
24	Graham & Green offer outstanding customer service and I order my furniture from them because they are great quality with reliability!	2/16/2021 7:18 PM
25	This is the second time I have had the pleasure of dealing with Ash Logistics & I wouldn't hesitate in recommending or using your services in the future. The delivery men are always very polite & helpful.	2/16/2021 6:40 PM
26	Fantastic timely delivery and service	2/16/2021 5:46 PM
27	Couldn't fault it. Great comms. Everything explained and went to plan. The delivery guy was polite and helpful. Thanks for the great service!	2/16/2021 5:36 PM
28	Mistakes can happen but it's how Ash Logistics dealt with the mistake that makes them an impressive delivery company.	2/14/2021 10:09 AM
29	Arrived on time and it was all very easy.	2/13/2021 6:57 PM
30	Thank you once again.	2/13/2021 5:10 PM
31	Very good. Received call 15 minutes before expected delivery. Delivery quick and trouble free	2/13/2021 4:55 PM
32	Having had nightmare experiences with DHL I would recommend Ash Logistics to all DHL customers as to how it should be done	2/12/2021 8:24 PM
33	Under the current circumstances all OK. Would have preferred assembly obviously but understand that staff safety has to be prioritized.	2/12/2021 5:13 PM
34	10/10, thank you	2/12/2021 5:02 PM

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35	Some delay from order confirmation and final delivery a bit disappointing.	2/11/2021 10:31 AM
36	Based on this one experience I would recommend this company and certainly consider using them again.	2/10/2021 9:45 AM
37	Great service wish all delivery services was this good	2/9/2021 7:30 PM
38	Everything delivered on time. Would have been nice to have items unpacked and packaging removed but they couldn't do this under Covid rules.	2/9/2021 5:54 PM
39	Would be very happy to use again, so much better than the big competitors	2/9/2021 4:22 PM
40	Would recommend	2/8/2021 4:09 PM
41	Thank you guys , top	2/7/2021 9:12 AM
42	Great service Thanks!	2/6/2021 8:52 PM
43	Can't fault it. Did exactly what they said they would do, on time, politely and professionally.	2/6/2021 6:09 PM
44	Excellent service and lovely delivery guys.	2/6/2021 3:24 PM
45	Everything went very smoothly.	2/6/2021 3:15 PM
46	Thank you!	2/6/2021 5:08 AM
47	I would definitely use them again and would recommend them to others.	2/5/2021 9:38 PM
48	The sofa was damaged underneath. Could well have happened before delivery though so can't point the blame at anyone.	2/5/2021 4:17 PM
49	Guys called 20 minutes in advance and arrived on time.	2/5/2021 4:02 PM
50	They responded to my email request very promptly and followed the appropriate instructions that I gave in the email. Cheers Ash Logistics	2/5/2021 4:01 PM
51	Many thanks	2/5/2021 3:56 PM
52	They are a credit to your company	2/5/2021 6:36 AM
53	Well organised professional service. Thank you.	2/4/2021 6:03 PM
54	All went as planned with no hick ups! :)	2/4/2021 5:52 PM
55	Delighted with package Thank you	2/4/2021 5:16 PM
56	Really pleasant friendly guys	2/3/2021 7:15 PM
57	Great communication and timely pick up. Very friendly and helpful guys.	2/3/2021 5:48 PM
58	The feet to both sofas got left at ware hse so need delivering.	2/3/2021 3:55 PM
59	Very helpful delivery driver	2/3/2021 3:27 PM
60	We had 3 deliveries from Ash logistics not their error. Each one was professional and friendly	2/2/2021 3:45 PM
61	Excellent service all round.	2/1/2021 4:39 PM
62	Very polite and efficient.	1/29/2021 4:27 PM
63	Picked up and went.	1/28/2021 7:15 PM
64	Great service. There's hope there are still some great logistic companies out there	1/28/2021 6:40 PM
65	Major problem was that the goods were damaged (not by Ash Logistics) so this has left me feeling disappointed with the manufacturer and by extension the whole activity	1/28/2021 6:37 PM
66	Well done	1/28/2021 5:38 PM
67	Very good	1/26/2021 6:41 PM
68	My package has been collected today - so I can't comment on whether it got to where it's going! But good from my end	1/26/2021 4:24 PM
69	If only all delivery companies were as good!	1/26/2021 3:39 PM
70	Really lovely delivery guys and carried our sofa up so many stairs! Thank you so much!!!	1/25/2021 4:54 PM
71	Sergio and Marco were great	1/23/2021 9:32 PM

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72	I particularly appreciated the driver texting me as it meant I could give him clear instructions so that he didn't get lost.	1/23/2021 9:21 AM
73	Brilliant service, thank you very much!	1/23/2021 5:09 AM
74	I appreciate your flexibility!	1/22/2021 7:55 PM
75	Very good communication from this company. Extremely professional.	1/22/2021 5:29 PM
76	The deliverers had been polite, efficient and very professional and friendly.	1/22/2021 5:14 PM
77	Thank you again! Definitely the best service we have had since we moved here	1/22/2021 5:05 PM
78	Well communicated, efficient and friendly delivery	1/22/2021 9:07 AM
79	I would highly recommend this firm to anyone. Really good job.	1/21/2021 7:52 PM
80	Thank you, really good service that kept us informed. Stay safe & thank you again!	1/21/2021 7:02 PM
81	I'm really thrilled with the whole experience and would be very happy to hear if I knew Ash Logistics were delivering a parcel again for me	1/21/2021 6:57 PM
82	Very helpful and friendly service	1/21/2021 6:24 PM
83	Professional, efficient, friendly.	1/21/2021 4:45 AM
84	Quality service and professional	1/21/2021 12:43 AM
85	Thankyou	1/20/2021 4:58 PM
86	I was impressed to get a phone call when they were 15 min away, friendly guys, and that they offered to put shoe coverings on to come inside the house	1/20/2021 4:37 PM
87	It's so rare to feel important to a delivery company but Ash were excellent and did what they said they would do. I wish all delivery companies were made this way	1/19/2021 5:18 PM
88	Rather larger delivery window if 4 hours compared with DpD 1 hour	1/19/2021 5:16 PM
89	Helpful, efficient, friendly, timely, patient with a mistake I made - pretty perfect.	1/18/2021 9:55 PM
90	Fantastic, organised, polite and excellent service	1/18/2021 6:22 PM
91	Very helpful and friendly delivery staff who rang to check the address prior to delivery.	1/18/2021 5:35 PM
92	All promises kept. thank you.	1/17/2021 5:15 PM
93	Rang me a hour before arriving, polite and kept their distance. No other comments. Thank you.	1/15/2021 7:53 PM
94	Your delivery people were excellent! Nicest I've come across for a long time....	1/15/2021 1:35 PM
95	Would use again.	1/13/2021 6:40 PM
96	Thank you for helping us.	1/13/2021 5:16 PM
97	As above. I even mentioned it to Cox & Cox that I was impressed. Would definitely recommend. Also, giving a contact number makes such a difference these days. I didn't need it but it was good to know you weren't just some faceless company who can't be contacted. :)	1/13/2021 5:00 PM
98	Delivery crew called ahead, both wore masks, carried the mattress up to the bedroom and were extremely polite and helpful. A real credit to the company!	1/13/2021 4:59 PM
99	Even though not all the items were delivered (Cox and Cox's help), Ash Logistics were helpful and tried their best to help. Meanwhile Cox and Cox have still not even acknowledged the problem.	1/12/2021 6:40 PM
100	Very prompt and reliable kept within the timeslot also the driver called me when he was en route with a time and he arrived within the timeframe from receiving the email to receiving my goods excellent delivery service I wish other companies Was this reliable as your company well done	1/11/2021 11:15 PM
101	The driver was very courteous and friendly	1/11/2021 8:10 PM
102	excellent service delivery chaps very helpful and in constant contact until delivered	1/11/2021 8:05 PM
103	Prompt,courteous and pleasant delivery staff.Item very well packaged.	1/11/2021 7:06 PM
104	Friendly service. Very good communication. Thanks.	1/11/2021 6:35 PM

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105	seamless, stress free process	1/11/2021 5:10 PM
106	Professional service, would have been good if the packaging was removed and taken away, but given the circumstances it is understandable that this service is not being offered at this time	1/11/2021 5:01 PM
107	Thank you	1/9/2021 5:56 PM
108	Frequent email and a text when the delivery was 1 hour away - brilliant service	1/9/2021 5:00 PM
109	No regrets at all thank you	1/5/2021 2:55 PM
110	Thank you	1/4/2021 5:19 PM
111	Went out of their way to be helpful with a complicated re-delivery and exchange at very last minute	12/26/2020 8:23 AM
112	Very efficient, great communication, a cut above!	12/24/2020 9:09 PM
113	The only thing it to get automated tracking, though they do give good info when you contact them directly	12/24/2020 3:58 PM
114	Great service	12/24/2020 3:34 PM
115	A perfect speedy service	12/24/2020 3:07 PM
116	Overall very happy with this company. The retailer messed things up a bit prior to delivery but they managed to put it right and Ash Logistics were really above expectations.	12/24/2020 12:21 AM
117	Email great phone call before hand great	12/23/2020 5:32 PM
118	amazing and well done !	12/23/2020 5:29 PM
119	excellent communication from ash and delivered exactly when stated	12/23/2020 5:27 PM
120	Electronic notification of delivery - very good	12/23/2020 4:51 PM
121	Good info/careful delivery/everything in good orderThank you	12/23/2020 1:22 PM
122	Excellent communication and service	12/23/2020 11:39 AM
123	A bit of an early slot, would've been nice to select a slot more easily	12/23/2020 10:24 AM
124	The office were fab and the delivery crew did do their job,	12/22/2020 7:21 PM
125	Ash Logistics is to the delivery world what The Savoy is to hospitality.	12/22/2020 11:36 AM
126	2nd delivery made up for broken chair in first.	12/22/2020 6:39 AM
127	Very impressed I would highly recommend Ash Logistics	12/21/2020 10:49 PM
128	thank you	12/21/2020 10:07 PM
129	Lovely polite and helpful men, thank you!	12/21/2020 9:53 PM
130	Thank you very much!	12/21/2020 7:46 PM
131	Excellent service. Communication good. Even took the wrapping away. Thank you.	12/21/2020 6:26 PM
132	Friendly delivery driver. Thank You 😊	12/21/2020 6:12 PM
133	The item was damaged - the driver was courteous and helpful but Until I receive a refund, difficult to rate this	12/21/2020 5:52 PM
134	Delivered within timeframe advised, called before arrival, couldn't ask for anymore	12/21/2020 5:42 PM
135	Had numerous deliveries and always on time and quick.	12/21/2020 5:40 PM
136	Quick responses to the delivery emails	12/19/2020 7:32 PM
137	Please rest assured I don't normally give blanket excellent reviews but this was gear	12/18/2020 5:35 AM
138	Many, many thanks. Hope you have a lovely Christmas and a Happy New Years.	12/17/2020 7:42 PM
139	Reassuring company to deal with	12/17/2020 6:25 PM
140	Thanks and happy Christmas x	12/17/2020 6:05 PM
141	Couldn't as for more from a courier during peak and with the current situation	12/17/2020 5:34 PM

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142	Please see above. I had been impressed with the level of service from Graham and Green and Ash Logistics delivery drivers only further delivered on the amazing service I received in this purchase a great customer experience all round . Please pass our thanks to Marius and Manny. I actually enjoyed the delivery experience especially given I had been extremely anxious about it beforehand purely because both items were fully assembled and they had to get it up some stairs that curve . In fact Marius and Manny did so without even touching any part of the walls.	12/17/2020 5:12 PM
143	Thanks for a completely stress-free experience!	12/17/2020 5:11 PM
144	Excellent service throughout the delivery process.	12/17/2020 10:25 AM
145	Love that you unbox products, that's fantastic!	12/16/2020 9:19 PM
146	Very good at what they do! Thanks	12/16/2020 9:03 PM
147	Best delivery service we've ever had!	12/16/2020 8:43 PM
148	Always helpful and charming.	12/16/2020 7:54 PM
149	Honestly the most memorable delivery I've had this year and that is saying something.	12/16/2020 7:51 PM
150	Both of the delivery crew were kind, courteous & understanding.	12/16/2020 3:53 PM
151	I was out but my daughter said you were very pleasant and you left the goods unpacked with no mess anywhere. Thank you very much.	12/16/2020 6:20 AM
152	Great service, thanks.	12/15/2020 8:57 PM
153	Will definitely use again	12/15/2020 7:58 PM
154	all round excellant	12/15/2020 11:54 AM
155	As commented above	12/14/2020 8:09 PM
156	Absolutely brilliant. You've set a super high bench mark that sadly many of your competitors stand no chance of reaching. Well done. I hope you all do very well for yourselves!	12/14/2020 5:38 PM
157	Highly recommended	12/14/2020 5:35 PM
158	Thanks for taking the packaging away and delivering the product exactly where I wanted it ☺	12/12/2020 6:13 PM
159	Polite and helpful	12/11/2020 7:24 PM
160	This is my first experience of this company and I have to say I am very impressed by the service. I would recommend to anyone.	12/11/2020 7:22 PM
161	Very happy	12/11/2020 5:41 PM
162	Very happy with the service!	12/10/2020 10:11 PM
163	Would highly recommend	12/10/2020 9:24 PM
164	Second time and the service has been excellent - both delivery men were extremely helpful, courteous and ensured social distance measures were adhered to. thank you	12/10/2020 7:26 PM
165	How many companies deliver via such happy delivery crew who take away all the packing and assist with positioning your furniture - nothing was too much trouble. Great experience!	12/10/2020 4:25 PM
166	My only comment is I didn't get a call with a rough time of delivery .	12/10/2020 8:03 AM
167	Great service, hassle free. Easy to arrange.	12/9/2020 10:42 PM
168	Overall an excellent experience surpassing that of some of the so called 'big boys'	12/9/2020 9:01 PM
169	Seamless.	12/9/2020 7:41 PM
170	A lot more customer friendly than Cox and Cix, on whose behalf they were delivering	12/9/2020 6:38 PM
171	Really appreciate the positive attitude to what looked like it could be a major problem.	12/9/2020 6:35 PM
172	Good service	12/9/2020 6:29 PM
173	Thank you guys	12/9/2020 6:27 PM
174	Consider it as a premium delivery service.	12/8/2020 3:39 PM
175	Good service. Was kept informed.	12/7/2020 8:44 PM
176	Prompt,polite and friendly service	12/7/2020 8:26 PM

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177	Efficient	12/7/2020 12:58 PM
178	Great service	12/6/2020 12:11 PM
179	Impressed with the staff. Have been ordering quite a lot recently as moved into a new place but no one has been so polite and helpful so far.	12/6/2020 11:59 AM
180	Delivery fast- to timetable and customer service of crew great	12/5/2020 6:13 PM
181	Thank you	12/5/2020 12:55 PM
182	They couldnt do enough to help.	12/4/2020 8:25 PM
183	Top notch service. I wish all delivery / logistic companies were this good	12/4/2020 6:35 PM
184	A big well done: we got there in the end	12/4/2020 9:42 AM
185	really great!	12/3/2020 9:51 PM
186	The delivery men were friendly, prompt and helpful	12/3/2020 6:54 PM
187	Photo taken of installed unit, tho we did find the top plinth was not fitted correctly,there was damage to the corner, which we had to rectify with angle bracket. Unit not levelled, partly problem with floor level, but we were left to sort on our own.	12/3/2020 6:51 PM
188	Will absolutely be shopping with you again.... My furniture is perfect. Thankyou!	12/3/2020 5:57 PM
189	very polite and efficient	12/2/2020 8:19 PM
190	Problem free delivery.	12/2/2020 7:14 PM
191	Just the deal..thanks so much	12/2/2020 7:01 PM
192	The best I've experienced. Thank you.	12/2/2020 6:46 PM
193	Very careful and thoughtful. Thank you	12/2/2020 6:03 PM
194	They reminded me when I had already responded about delivery slot. But otherwise excellent service	12/1/2020 8:09 PM
195	Argos gave them the wrong email so not their fault. Otherwise we sorted it.	12/1/2020 7:48 AM
196	Best carriers ever	11/30/2020 8:15 PM
197	I would highly recommend Ash Logistics to all companies	11/30/2020 7:42 PM
198	Would definitely use this company again.	11/30/2020 7:23 PM
199	Brilliant.	11/30/2020 7:17 PM
200	End to end faultless, thanks for your service	11/30/2020 7:11 PM