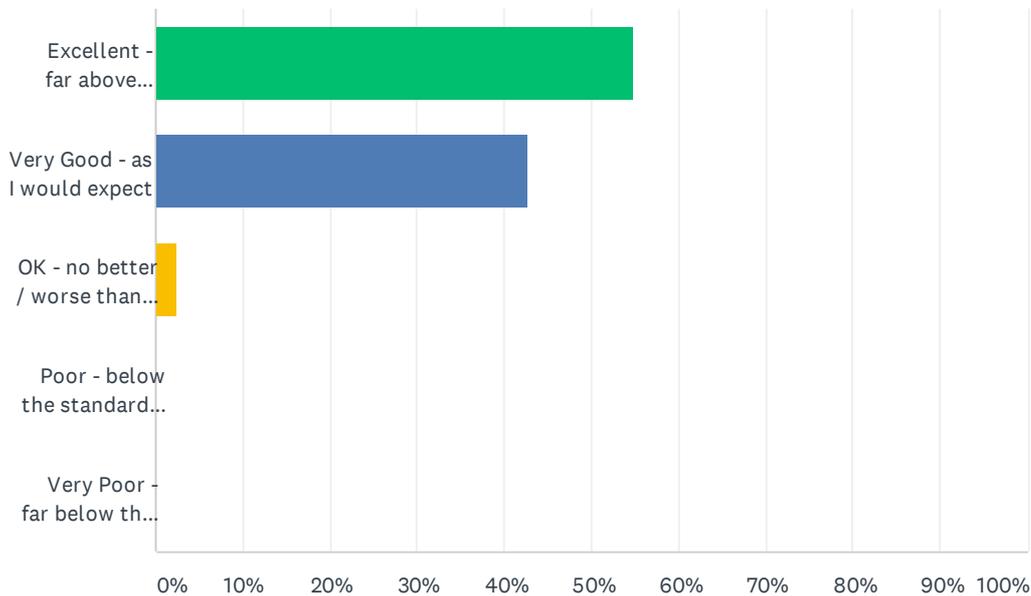


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 1,456 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	54.81%	798
Very Good - as I would expect	42.58%	620
OK - no better / worse than other delivery companies	2.61%	38
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		1,456

#	COMMENTS IF ANY	DATE
1	Superb service. Would definitely recommend.	5/2/2021 10:01 AM
2	Great communication and effort to deliver when convenient to me	5/1/2021 11:49 PM
3	They contacted me pre delivery with a slot, and pre delivery phone call. Also they were very quiet delivering a large heavy item, taking into consideration that I was sleeping post night shift.	5/1/2021 2:15 PM
4	Good communication and emails	5/1/2021 1:55 PM
5	The initial contact to arrange delivery was much quicker than I expected	5/1/2021 12:44 PM
6	Excellent communication and accommodated my availability	5/1/2021 10:39 AM
7	Pleasant chap	5/1/2021 9:18 AM
8	The guys offered to unpack and place my item in the room for me, which I wasn't expecting.	5/1/2021 7:06 AM
9	Thanks for such good service. Efficient communication & response to queries despite it being COVID times. Impressive.	4/29/2021 10:34 PM
10	Good communication all throughout the delivery process	4/29/2021 9:25 PM
11	Personable helpful	4/29/2021 5:34 PM
12	All the slots offered were excruciatingly early before 9am	4/29/2021 5:15 PM

Ash Logistics Customer Satisfaction - Spring 2021

13	Professional, polite, friendly, communicated arrival time prior to arrival, exactly on time, just a pleasure!	4/29/2021 4:28 PM
14	Nice to get a call ahead of time and makes sense to tee up the delivery properly	4/29/2021 10:54 AM
15	It would be helpful to know much notice I would be given on the day. It was only 10 minutes, but fortunately I had made arrangements to be home. The bed delivery gave an hours notice, time for me to get home from work.	4/28/2021 6:16 PM
16	Communicated effectively and efficiently. Prompt response to my email.	4/28/2021 6:01 PM
17	The men delivering my parcel were excellent. Most helpful	4/28/2021 5:48 PM
18	Other companies take away packaging. It's an issue getting rid of when this much is used. Garden trading as part of their delivery service unpack and take away	4/28/2021 10:42 AM
19	Messaged me promptly to arrange a pickup and acknowledged my chosen date promptly	4/28/2021 8:16 AM
20	Very good communication and very accommodating	4/27/2021 9:59 PM
21	Very professional but friendly staff	4/27/2021 8:34 PM
22	Good customer communication	4/27/2021 8:31 PM
23	exactly on time. rang me 20 mins before hand in any case	4/27/2021 8:15 PM
24	Very professional	4/27/2021 6:58 PM
25	V impressed, good inital communication and a v helpful crew. So much so that I asked for company details as I use couriers a lot for my work - will try when the area is appropraite.	4/27/2021 6:15 PM
26	Driver's very accommodating	4/27/2021 6:03 PM
27	Did not sign or inspect parcel	4/27/2021 5:42 PM
28	Excellent communication and on time	4/27/2021 5:40 PM
29	Excellent communication.	4/27/2021 5:17 PM
30	Very efficient and responsive	4/26/2021 9:37 PM
31	Very quick and easy	4/26/2021 7:08 PM
32	Very helpful.	4/26/2021 4:48 PM
33	The consolem table has a small scratch at the front but apart from that the quality and materials are really good	4/25/2021 12:27 PM
34	The guys took away the box which was excellent.	4/25/2021 10:00 AM
35	Straight forward quick and efficient	4/25/2021 9:04 AM
36	Very efficient communications and even when I advised of a different mobile they emailed me back and rang on the correct number	4/23/2021 9:44 PM
37	All efficient and pleasant staff	4/23/2021 7:42 PM
38	Good clear communication	4/23/2021 6:55 PM
39	Lovely, polite chaps, prompt and very helpful!	4/23/2021 6:26 PM
40	Very helpful and easy. Nice to deal with a person at the other end instead of just a text message	4/23/2021 5:29 PM
41	good communication	4/23/2021 5:22 PM
42	Rescheduled the delivery after the first date was not appropriate for me. Rescheduled date was in the following week as noted on their response email.	4/23/2021 5:05 PM
43	As said ! Delivery, courteous excellent team.	4/22/2021 10:20 PM
44	Excellent communication before delivery and on the day. 10/10	4/22/2021 10:19 PM
45	A pleasure to deal with	4/21/2021 6:57 PM
46	Very helpful and friendly delivery men	4/21/2021 6:20 PM
47	They were polite and most helpful because I had been worried about getting it into the house	4/21/2021 6:10 PM
48	VERY WELL PACKAGED, PLEASANT SERVICE	4/20/2021 7:56 PM

Ash Logistics Customer Satisfaction - Spring 2021

49	Fabulous communication, knew exactly what was happening	4/20/2021 7:28 PM
50	Missed the cut of time for approval but still delivered on the original date	4/20/2021 7:04 PM
51	Without a doubt one of the best companies I've ever dealt with. They were professional, polite, friendly and extremely accommodating. Fabulous service.	4/20/2021 6:11 PM
52	Arrived literally within a minute of the time quoted. Excellent service.	4/20/2021 5:26 PM
53	Very quick response	4/19/2021 8:24 PM
54	Very timely, accurate information provided	4/19/2021 5:39 PM
55	Email problems were resolved with a very pleasant phone call	4/19/2021 5:36 PM
56	They got in touch in advance and the morning of Delivery, very efficient, friendly and reliable.	4/18/2021 10:07 AM
57	Very efficient, prompt answers	4/18/2021 8:45 AM
58	Friendly and courteous lads	4/18/2021 8:08 AM
59	Accurate time scales given, ok	4/18/2021 7:51 AM
60	Excellent service	4/17/2021 6:42 PM
61	I don't think the two men who came to deliver the goods could have been any better. They went beyond and above.	4/17/2021 1:10 PM
62	I asked for delivery to be brought forward for personal reasons and they very considerately agreed with no fuss.	4/17/2021 9:11 AM
63	The company is helpful in terms of delivery time of the furniture	4/17/2021 8:13 AM
64	Friendly and efficient	4/17/2021 7:37 AM
65	emails and phone calls excellent	4/17/2021 7:24 AM
66	First class communication	4/16/2021 5:28 PM
67	Communication is great	4/16/2021 8:44 AM
68	Friendly service	4/15/2021 8:21 PM
69	Very efficient	4/15/2021 7:53 PM
70	Very prompt!	4/15/2021 7:20 PM
71	Driver was so good, never even drove down my drive. Very respectful	4/15/2021 6:21 PM
72	Both delivery drivers were very friendly and nice	4/15/2021 5:26 PM
73	Amazing service	4/15/2021 5:24 PM
74	The communication on delivery day was excellent. There was a mix up with my phone number and the office did everything they could via email to ensure we were contacted. The delivery guys also apologised that they couldn't get through even though it wasn't their fault.	4/15/2021 8:59 AM
75	Very much appreciated flexibility during lockdown	4/14/2021 7:20 PM
76	Great service!	4/14/2021 6:27 PM
77	super professional friendly	4/14/2021 5:57 PM
78	Guys went the extra mile, I really appreciated their help	4/14/2021 5:56 PM
79	Clear communication from my purchase right through to the day of delivery	4/13/2021 9:33 PM
80	Delivery guys were amazing. Nice guys and extremely helpful	4/13/2021 6:07 PM
81	The delivery guys were brilliant, even more so given the item was damaged upon unpacking. They could have not apologised more for the damage within the box.	4/12/2021 7:51 PM
82	They were fantastic, they listened and gave me options when i was let down by my first purchase and swap it with one of the other products, they have redeemed themselves, love the desk! exceptional service and delivery.	4/12/2021 7:49 PM
83	extremely quick with the replies and with the organisation of the delivery. All expectations were met.	4/12/2021 7:30 PM

Ash Logistics Customer Satisfaction - Spring 2021

84	Professional, polite huge attention to detail and care with goods .first class service	4/12/2021 7:29 PM
85	Email went to my promotions folder on Gmail. Suggest you send a text too?	4/12/2021 6:08 PM
86	Excellent service, safely distancing	4/12/2021 6:01 PM
87	Delivered to the room	4/12/2021 5:54 PM
88	Great service I have come to expect as standard from these guys.	4/11/2021 7:09 PM
89	Got slightly less responsive once I couldn't accommodate the original delivery date, but generally good	4/11/2021 7:41 AM
90	At least an hours notification of delivery	4/9/2021 9:35 PM
91	E-mail prior to delivery. Professional and informative. Regular communication from the word go.	4/9/2021 6:04 PM
92	email a few days before and a phone call 10mins before was excellent.	4/9/2021 5:36 PM
93	They called us to ensure that we were aware we had an early delivery.	4/9/2021 5:16 PM
94	Responded very quickly and we're able to accommodate my request about delivery	4/9/2021 4:58 PM
95	If possible to have warning further in advance would have been brilliant and very helpful	4/9/2021 11:28 AM
96	Great communication and service	4/9/2021 8:41 AM
97	Excellent service and communication	4/8/2021 9:58 PM
98	Went beyond delivery experience given location	4/8/2021 8:37 PM
99	Excellent lovely man that delivered & very helpful.	4/8/2021 7:59 PM
100	I was kept informed by email and then telephoned on the day	4/8/2021 7:11 PM
101	I had lots of notice and when I needed to correct contact details they responded immediately	4/8/2021 7:05 PM
102	day.	4/7/2021 7:47 PM
103	Contacted 30 mins prior to delivery & then 5 mins before. Have never received 2 calls prior to a delivery before	4/7/2021 4:55 PM
104	Great communication, polite and professional staff.	4/7/2021 11:27 AM
105	Polite, friendly and efficient	4/6/2021 7:59 PM
106	Amazing service quick and communicate well	4/6/2021 7:57 PM
107	Great commutation. Able to accept first delivery slot so another time was agreed.	4/6/2021 7:13 PM
108	I was asked to confirm delivery slot and then quickly received a confirmation email. The delivery crew called on the way to give me a heads up.	4/6/2021 6:51 PM
109	Great communications	4/6/2021 6:45 PM
110	the communication was clear and smooth	4/6/2021 6:35 PM
111	really friendly staff	4/5/2021 12:57 PM
112	Went without a hitch	4/3/2021 8:13 PM
113	Kept up to date with delivery / Courtesy text before arrived. Very polite delivery man	4/3/2021 7:40 PM
114	Liked being able to email to rearrange delivery and not having to track on an app!!	4/3/2021 4:01 PM
115	Two guys who were the best I have ever dealt with	4/1/2021 8:38 PM
116	it was incredibly quick and well organised	4/1/2021 8:14 PM
117	Great communication before delivery , so friendly and helpful on delivery. I'm so impressed.	4/1/2021 7:17 PM
118	Great, accurately informed on delivery date/time.	4/1/2021 7:16 PM
119	Great communication, polite and friendly, quick delivery	4/1/2021 6:25 PM
120	Great service	3/31/2021 9:52 PM
121	First email to arrange delivery arrived in my spam folder. Could digitise the process	3/31/2021 9:34 PM

Ash Logistics Customer Satisfaction - Spring 2021

122	Very friendly and efficient delivery	3/31/2021 4:29 PM
123	Lots of communication and friendly and helpful delivery	3/31/2021 4:06 PM
124	All fine	3/31/2021 4:33 AM
125	mannerly and helpful	3/30/2021 9:42 PM
126	2 guys were superb this morning and very patient and helpful	3/30/2021 9:33 PM
127	Rearranged my delivery really quickly	3/30/2021 7:25 PM
128	Friendly	3/30/2021 6:37 PM
129	Polite men	3/30/2021 5:50 PM
130	Great ☺	3/29/2021 9:36 PM
131	Absolutely charming two guys who delivered my chair	3/29/2021 9:33 PM
132	Did have to email for delivery info	3/29/2021 9:13 PM
133	Very efficient and swift with response	3/29/2021 9:04 PM
134	Extremely efficient!	3/29/2021 8:44 PM
135	They called me to tell when they'll arrive and also very friendly, polite and helpful delivery man	3/29/2021 8:04 PM
136	arrived a couple of weeks earlier than expected	3/29/2021 7:19 PM
137	Really helpful with a very heavy item!	3/29/2021 6:50 PM
138	Arrived as expected, collected item no problems. Called to advise	3/28/2021 9:59 PM
139	Great updates	3/28/2021 11:20 AM
140	Absolutely fantastic, excellent service	3/28/2021 9:16 AM
141	Pleased that during COVID restrictions the guys still carried very heavy furniture into room of choice	3/28/2021 8:43 AM
142	very nice delivery driver	3/27/2021 11:01 AM
143	Great team of guys who went the extra mile!	3/26/2021 6:26 PM
144	They contacted me in advance to apologise for a problem in the delay of my delivery	3/26/2021 6:10 PM
145	An extremely efficient service. ☺	3/26/2021 4:30 PM
146	They were able to change the delivery address for me.	3/25/2021 6:11 PM
147	NNo fuss, no moaning and did exactly what they said they would do uld	3/25/2021 4:32 PM
148	The email was quite long and wordy, so just nearly missed what I needed to do.	3/25/2021 4:12 PM
149	The delivery was very good, the guys removed the packaging because the box was very large, I appreciate them trying to help, although I forgot to ask to keep hold of the box in case I need to return the item	3/25/2021 2:37 PM
150	EXCELLENT SERVICE THE DRIVER WAS VERY HELPFUL	3/25/2021 7:05 AM
151	Good clear communication by email.	3/24/2021 11:22 PM
152	Very good. Easy communication and flexible with my requirements.	3/24/2021 8:31 PM
153	They were able to offer a much quicker than expected delivery date	3/24/2021 8:17 PM
154	Great. All very efficient	3/24/2021 7:48 PM
155	Only had emails so I didn't actually speak to anyone directly	3/24/2021 7:45 PM
156	Flexible & easy to deal with	3/24/2021 5:18 PM
157	Friendly efficient can do attitude	3/24/2021 3:58 PM
158	Very accommodating drivers	3/24/2021 3:54 PM
159	I did have to ask one to wear his mask	3/23/2021 6:18 PM
160	Called twice to keep me informed of progress	3/20/2021 6:59 PM

Ash Logistics Customer Satisfaction - Spring 2021

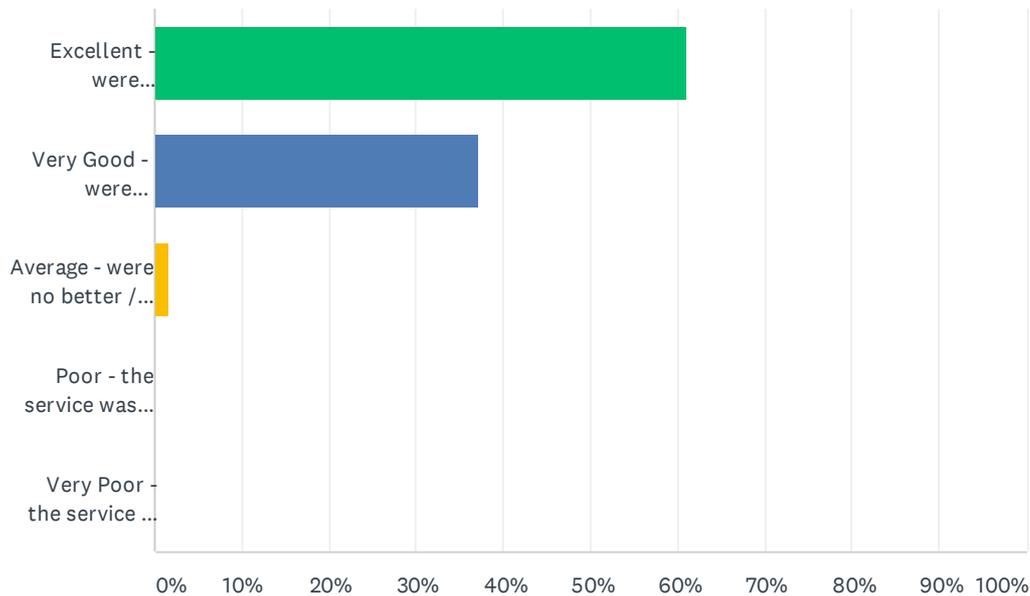
161	This is the 4th/5th time they have delivered it's always impeccable service.	3/20/2021 6:33 PM
162	I called the driver as we weren't going to be in when it was delivered and told them a safe place to leave it. They sent a picture after delivering to show where they had left it.	3/20/2021 6:14 PM
163	Very polite	3/20/2021 4:58 PM
164	Communication really good throughout	3/20/2021 4:40 PM
165	Kept me updated	3/20/2021 4:32 PM
166	Excellent communication to arrange the booking.	3/19/2021 4:40 PM
167	Very prompt and helpful	3/19/2021 3:00 PM
168	Good communication throughout the process	3/19/2021 7:54 AM
169	Respectful, courteous and helpful!	3/18/2021 7:05 PM
170	Surprised not to be given more notice after such a long delay but very clear email regarding delivery which was very good.	3/18/2021 6:48 PM
171	Kept in contact throughout	3/18/2021 5:59 PM
172	Contacted before with a time and phoned when enroute	3/18/2021 5:49 PM
173	The man who delivered was very helpful and polite. He made no fuss about having to park some distance away and trolley the item in.	3/18/2021 5:49 PM
174	Friendly & helpful	3/18/2021 5:49 PM
175	Quick and easy	3/18/2021 4:23 AM
176	Very polite and helpful	3/17/2021 5:38 PM
177	Nice, friendly staff.	3/17/2021 5:02 PM
178	Efficient and helpful as always	3/17/2021 4:13 PM
179	Very helpful and went above and beyond with pick up of package	3/17/2021 10:46 AM
180	The two guys delivering were so helpful after a query with the delivery and after waiting 6 months for a replacement after the first sideboard delivered was damaged they encouraged me to check the new sideboard was to my satisfaction before leaving.	3/17/2021 9:55 AM
181	Drivers persevered to find our house, many others give up and don't make the time to call for direction	3/15/2021 6:38 PM
182	Very quick response and delivery arrangements	3/15/2021 4:32 PM
183	Very prompt and well organised	3/15/2021 4:30 PM
184	Very helpful	3/15/2021 4:06 PM
185	Wonderful communication and delivery!	3/13/2021 8:56 AM
186	Great service - kept informed on order progress	3/12/2021 8:50 AM
187	Excellent communications	3/11/2021 8:04 PM
188	Really nice, polite guys	3/11/2021 7:04 PM
189	They were very friendly and efficient.	3/11/2021 6:49 PM
190	Really helpful	3/11/2021 6:24 PM
191	By item was damaged but not the packaging so I don't know who was at fault	3/10/2021 10:51 AM
192	Kept updated all the way	3/9/2021 7:11 PM
193	Great communication throughout.	3/9/2021 5:39 PM
194	Very please with the service provided	3/9/2021 5:22 PM
195	They very nice men glad.Im glad they gave it to me personally!	3/8/2021 4:19 PM
196	Friendly, punctual and helpful.	3/8/2021 4:12 PM
197	Delivery was a gift for someone who wasn't home. Driver made contact with me and waited 15 minutes to secure delivery of the present to the property. Very appreciated.	3/8/2021 4:08 PM

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198	Communication is spot on	3/6/2021 9:22 PM
199	Out standing service very professional and easy to communicate with	3/6/2021 11:56 AM
200	Very prompt service	3/5/2021 9:02 PM
201	On time, Delivery guys both very courteous and they called me 20 minutes before delivery which was very helpful. The time slot between 3pm - 7pm was accurate.	3/5/2021 6:54 PM
202	Great how you call before arrival to give notice. Friendly service.	3/4/2021 6:10 PM
203	Extremely efficient and timely	3/4/2021 5:47 PM
204	Very polite gentlemen	3/3/2021 10:20 PM
205	No pre warning given of attaining - only 5 mins	3/3/2021 4:09 PM
206	Excellent communication throughout (timely email updates or driver telephone calls to confirm delivery slot on the day)	3/3/2021 3:46 PM
207	polite, smiling and enthusiastic	3/3/2021 3:44 PM
208	Great communication and instant action	3/3/2021 3:34 PM
209	Gave me a call to let me know when they would be here and arrived on the dot	3/3/2021 3:14 PM
210	Very efficient and very apologetic about being unable to unpack and set up sofa, because of Covid rules.	3/3/2021 3:12 PM
211	Emailed ash logistics to personally thank drivers as they were brilliant	3/3/2021 3:03 PM
212	Friendly, efficient, helpful.	3/3/2021 9:45 AM
213	Very efficient,	3/2/2021 6:01 PM
214	Exelent service and communication!	3/1/2021 11:06 PM
215	I gave you the wrong mobile number in error, so you emailed me to let me know my delivery was on its way - thank you!	3/1/2021 8:56 PM
216	Prompt and efficient	3/1/2021 7:05 PM
217	Very friendly , efficient and professional	3/1/2021 5:39 PM

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

Answered: 1,454 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	61.00%	887
Very Good - were professional to a level I expect	37.28%	542
Average - were no better / worse than other delivery companies	1.72%	25
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		1,454

#	COMMENTS IF ANY	DATE
1	So helpful, polite, friendly. Thank you x	5/2/2021 10:01 AM
2	The delivery team were very efficient and polite (asking if the could keep their shoes on before entering the property) and were Covid safe making sure not to touch anything in my narrow hallway whilst very a very bulky piece of furniture. I was very impressed with their professionalism.	5/2/2021 9:10 AM
3	The guys were happy to wait and have a quick chat whilst I checked the mirror I had ordered was still in tact. (It was!)	5/2/2021 8:55 AM
4	Communicated over the phone to meet at garage, but turned up at the reception instead without any communication with me. Was inconvenient for me as I was already at the other side of the garage.	5/2/2021 8:46 AM
5	Driver was amazing, even unpacked the mirror to check it was okay and took all the packaging away! I wish all couriers were like this...	5/1/2021 11:49 PM
6	Guys carried box upstairs even though it only just fitted and was very heavy	5/1/2021 1:55 PM
7	Very polite and helpful.	5/1/2021 12:44 PM
8	Called the day before and on the day	5/1/2021 9:18 AM
9	Only issue was that they turned up earlier than agreed via email, but they did wait when I asked them to.	5/1/2021 8:26 AM

Ash Logistics Customer Satisfaction - Spring 2021

10	Friendly but respectful of property & social distancing. Excellent phone call prior to arrival. Very helpful in removing packaging. Thank you.	4/29/2021 10:34 PM
11	Friendly and professional	4/29/2021 9:25 PM
12	Item arrived within slot after a courtesy call to give arrival time. The guy's were happy to unpack sideboard in the van for us to inspect and for them to dispose of packing. Once in the house they checked that we were happy with piece. The whole time they were polite, helpful, efficient and friendly. In a time when customer service is often ignored I was very impressed indeed with the delivery. Full marks... Perfect.	4/29/2021 9:18 PM
13	Ready to help	4/29/2021 5:34 PM
14	the chaps were great, professional, friendly	4/29/2021 5:15 PM
15	The delivery men phoned 10 minutes before they arrived which was brilliant. Arrived in good time. Very polite and professional. Offered to unpack unit which was accepted as householder is over 70. Took all packaging away. Really brilliant delivery service thank you.	4/29/2021 1:08 PM
16	Lovely delivery men. Very polite and friendly. Arrived early and were very careful with my delivery. To be commended. Thankyou	4/28/2021 10:43 PM
17	Absolutely lovely young gentlemen who went far and beyond to organise and assist with the delivery. Super impressed with the quality of the service and your polite and helpful staff.	4/28/2021 9:30 PM
18	The two guys could not have been more helpful. Really impressed.	4/28/2021 7:31 PM
19	Very friendly crew	4/28/2021 6:28 PM
20	Although I thought item would arrive assembled .. so they didn't want to unpack and take the packing as thy suggested there were too many parts !	4/28/2021 6:19 PM
21	The crew arrived on time. They were polite and helpful and carried out their work without fuss.	4/28/2021 6:01 PM
22	Arrived 4 minutes into start of time window, polite young man.	4/28/2021 8:16 AM
23	Brilliant, very helpful and professional. Called and messaged twenty mins before arrival which was brilliant as it gave me time to get organised	4/27/2021 9:59 PM
24	The removal men quickly realised that the chair would not fit through the front door. In line with the pandemic rules, they both put a mask on before entering the property from the back of the house through the patio doors.	4/27/2021 8:34 PM
25	charmingly professional	4/27/2021 8:15 PM
26	Went above and beyond - took the furniture to the patio area and helped to unpack.	4/27/2021 7:52 PM
27	Very helpful. Took away some of the packaging for me.	4/27/2021 6:58 PM
28	Very friendly and professional	4/27/2021 6:15 PM
29	As above	4/27/2021 6:03 PM
30	Very polite and efficient.	4/27/2021 5:17 PM
31	Very nice, helpful men.	4/26/2021 9:37 PM
32	Rang half an hour before to confirm	4/26/2021 7:08 PM
33	This was a completely different experience to the last delivery	4/26/2021 2:51 PM
34	Called 1/2h ahead of delivery and sent text (as I did not hear phone).	4/25/2021 3:06 PM
35	Professional advised to open parcel in certain way, as it was a heavy piece of furniture.	4/25/2021 9:04 AM
36	When a fault was noticed they eloped me further exam for defects and took photos of the faults and said they would send to the company. I was advised on what steps were likely to be taken.	4/23/2021 9:44 PM
37	Polite, on time and efficient	4/23/2021 6:55 PM
38	Good comms so I knew what to expect	4/23/2021 6:26 PM
39	Such polite men and cared for our new furniture, thank you!	4/23/2021 5:26 PM
40	Offered to take packaging & asked me to check item for scratches etc before leaving . Pair of really nice guys thank you	4/23/2021 5:26 PM

Ash Logistics Customer Satisfaction - Spring 2021

41	Friendly and efficient delivery	4/23/2021 5:22 PM
42	Arrived within the allotted time (12pm - 4pm). However , I did not get a call on the morning as was stated on one of their emails.	4/23/2021 5:05 PM
43	Lovely gentlemen, very helpful.	4/23/2021 4:57 PM
44	Superb. Couldn't have wished for anything more. Thank you.	4/22/2021 10:19 PM
45	The delivery men were very helpful and went out of their way to ensure the chair could be delivered through my narrow doorway	4/22/2021 6:32 PM
46	Excellent. Worried that they would struggle to get the sofa in but they did amazing job. Friendly and efficient	4/22/2021 6:16 PM
47	Friendly efficient service - crew were great!	4/21/2021 8:35 PM
48	Very polite, efficient and made conversation	4/21/2021 8:28 PM
49	They rang to say they were 5-10 mins away which was helpful	4/21/2021 7:14 PM
50	Unboxed item and brought into garden	4/21/2021 6:57 PM
51	But delivered earlier than delivery slot - early call giving 5 mins notice at 7.15am	4/21/2021 6:49 PM
52	The guy that delivered was super friendly and so helpful thanks	4/21/2021 6:03 PM
53	This team was better than the previous team who delivered damaged furniture	4/20/2021 6:57 PM
54	The delivery men were polite and friendly an went out of their way to help us.	4/20/2021 6:11 PM
55	The delivery guy was polite and helpful. Couldn't have done better.	4/20/2021 5:26 PM
56	Called before delivery, on time and placed the unit where required	4/19/2021 5:41 PM
57	Very polite and helpful - keen to do a really good job.	4/19/2021 5:39 PM
58	Most professional delivery service I've experienced in London	4/19/2021 5:36 PM
59	Rang 15 minutes ahead with Name of Driver and Delivered on time by friendly Driver.	4/18/2021 10:07 AM
60	Very helpful, polite and efficient.	4/18/2021 9:07 AM
61	What fabulous delivery staff. Professional, helpful and very friendly. Real assets to your company.	4/18/2021 9:04 AM
62	Friendly and polite	4/18/2021 8:45 AM
63	No issues friendly happy service. Effortless service!	4/18/2021 7:51 AM
64	really nice guys	4/17/2021 6:57 PM
65	Polite service	4/17/2021 6:42 PM
66	If anything, I was surprised at how helpful they both were	4/17/2021 1:10 PM
67	Courteous and efficient delivery.	4/17/2021 9:11 AM
68	Lovely guys	4/17/2021 8:41 AM
69	perfect, phone call polite and helpful	4/17/2021 7:24 AM
70	Slick!	4/16/2021 5:28 PM
71	Always on time	4/16/2021 8:44 AM
72	Friendly	4/15/2021 8:21 PM
73	Really lovely guys, very friendly and professional	4/15/2021 7:53 PM
74	Very polite and keen to assist in taking away packaging etc.	4/15/2021 7:20 PM
75	Friendly lads. We were expecting a message ahead of schedule to narrow down the 4 hour delivery window, but did not receive one. We sorted it out, nevertheless.	4/15/2021 6:28 PM
76	They were very helpful, unpacked and checked the drawers for me as the first one sent was damaged . They were also very cheerful, friendly and polite.	4/15/2021 6:01 PM
77	Nice friendly helpful guys	4/14/2021 10:28 PM
78	The items were misloaded so the delivery time was not as advised	4/14/2021 7:20 PM

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79	The crew went "above and beyond " delivering to my top floor flat.	4/14/2021 6:11 PM
80	I felt very comfortable in their presence.	4/14/2021 5:56 PM
81	The delivery chaps were polite, helpful, unpacked the item for me, and gave me complete discretion to accept or reject the item (which turned out to have a fault) and happily took the faulty item away to be returned. I'm glad to see the era in which surly delivery drivers would offer to do no little than dump large items outside the front of the house may have passed.	4/14/2021 9:20 AM
82	Very friendly, polite and helpful.	4/13/2021 7:43 PM
83	Excellent. Polite and helpful	4/13/2021 5:49 PM
84	Although excellent they Struggled with the delivery. But got the job done in the end. Well done	4/12/2021 9:11 PM
85	Very straightforward and professional, highly recommend :)	4/12/2021 7:49 PM
86	the whole process was very smooth and the delivery and the unpacking process incredibly quick. They also came before I started work, which was very convenient and gave a plus to the whole experience	4/12/2021 7:30 PM
87	Thank you very much for collecting our chair	4/12/2021 6:01 PM
88	Very good communication prior to delivery, cheerful friendly and helpful staff.	4/12/2021 9:31 AM
89	Great service as always.	4/11/2021 7:09 PM
90	They were excellent and uncomplaining about all the stairs! My only niggle is that they didn't call in advance (on the day) to let me know when they were coming, which I'd have found useful. But otherwise great.	4/11/2021 7:41 AM
91	2 man crew, happy to deliver to room of choice	4/9/2021 9:35 PM
92	Phone call before delivery. Professional,polite and friendly service. Left where husband asked for	4/9/2021 6:04 PM
93	Very polite crew	4/9/2021 5:36 PM
94	The delivery team were very efficient and helpful.	4/9/2021 5:16 PM
95	Exemplary, my husband was so pleased he gave them a beer each!	4/9/2021 9:39 AM
96	They were on time, polite and respectful	4/9/2021 8:41 AM
97	Delivery crew were hugely helpful with the unpacking and taking away the packaging	4/8/2021 9:58 PM
98	Cheerful and no problems with location	4/8/2021 8:37 PM
99	Brilliant	4/8/2021 7:59 PM
100	Arrived as expected, and they called 1/2 hour before	4/8/2021 7:05 PM
101	Swift, friendly and efficient delivery	4/8/2021 5:51 PM
102	I was going to email even before receiving this survey to commend the drivers	4/8/2021 5:49 PM
103	Nice friendly crew.	4/7/2021 7:50 PM
104	Very good communication on the day of delivery prior to arriving, as well as when they were here. Punctual, polite, friendly and helpful.	4/7/2021 7:47 PM
105	our 2 guys were v polite and very prompt, calling in advance to confirm timing of drop off	4/7/2021 6:38 PM
106	It would have been nice if the delivery man had haloed to unwrap the item and take away the packaging	4/7/2021 6:17 PM
107	Kind polite warm delivery team - really important under the current context.	4/7/2021 6:10 PM
108	2 very pleasant gentlemen made the delivery	4/7/2021 4:55 PM
109	Lovely guys,very helpful	4/6/2021 8:15 PM
110	Both were very polite and professional, both had their face mask on and followed Covid safety precautions.	4/6/2021 6:51 PM
111	Very swift but careful. Had their own overshoes for carpeted areas. Very polite	4/6/2021 6:45 PM
112	no damages	4/6/2021 6:35 PM

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113	Excellent and professional	4/3/2021 8:13 PM
114	Very smart, smiley and polite.	4/3/2021 7:48 PM
115	Only delivered one box so had to call your office	4/3/2021 5:22 PM
116	They were polite and cheerful and on time	4/3/2021 2:39 PM
117	I really appreciated the call to let me know they were en route	4/3/2021 2:25 PM
118	Professional, Respectful and Polite.	4/2/2021 5:32 PM
119	They went the extra mile - and some	4/1/2021 8:38 PM
120	really excellent, very polite and patient	4/1/2021 8:14 PM
121	Chatty and professional, brilliant service	4/1/2021 7:17 PM
122	Very helpful and friendly.	4/1/2021 7:16 PM
123	i was told in my email that the crew would notify me of their time of arrival. i didnt hear so i called and i was given an approximate time. the crew called but only when they were 10mins away. i guess i was under the impression i would get more notice.	4/1/2021 6:49 PM
124	I was in a meeting at the time and couldn't speak so I didn't have much engagement with your staff members	3/31/2021 11:27 PM
125	Very polite	3/31/2021 9:52 PM
126	There was some confusion about what was being picked up but the team were really polite and understanding. Came up with a solution that worked for everyone	3/31/2021 4:49 PM
127	No fuss delivery	3/31/2021 4:29 PM
128	Gave advice as to how to open item so was quite helpful overall	3/31/2021 4:33 AM
129	Polite, careful, professional	3/30/2021 7:25 PM
130	Warm and friendly	3/30/2021 6:37 PM
131	Masked, socially distant and pleasant.	3/30/2021 5:36 PM
132	They were very helpful and efficient	3/30/2021 5:16 PM
133	didint see them but they left pakage as advised	3/30/2021 9:51 AM
134	willing to carry the heavy furniture to 1st floor via a tricky staircase - thanks very much!	3/29/2021 9:47 PM
135	Fantastic ☺☺	3/29/2021 9:36 PM
136	The crew were very polite and left our delivery exactly where we wanted it.	3/29/2021 9:04 PM
137	Very polite and professional	3/29/2021 8:44 PM
138	Same as above	3/29/2021 8:04 PM
139	Lovely blokes. Really friendly and professional. Carried the box two flights of stairs without complaint. Please thank them	3/29/2021 7:09 PM
140	they were so helpful and even offered advice on what size bed frame would work	3/29/2021 6:52 PM
141	They were so lovely- very polite	3/28/2021 6:38 PM
142	The two delivery guys were very professional and polite. Really nice guys.	3/28/2021 11:41 AM
143	Drivers made everything easy & most obliging	3/28/2021 11:20 AM
144	Very nice and polite guys	3/28/2021 8:43 AM
145	Friendly and pleasant and instantly took shoes off to carry items in without being asked	3/26/2021 7:11 PM
146	Very friendly and polite	3/26/2021 6:10 PM
147	Two very polite and helpful men	3/26/2021 4:31 PM
148	The delivery crew were incredibly helpful. Thank you for yhst and your friendly professionalism.	3/26/2021 4:30 PM
149	Carried it into my hall for me - there's no way I'd have been able to get over the doorstep on my own!	3/25/2021 5:37 PM

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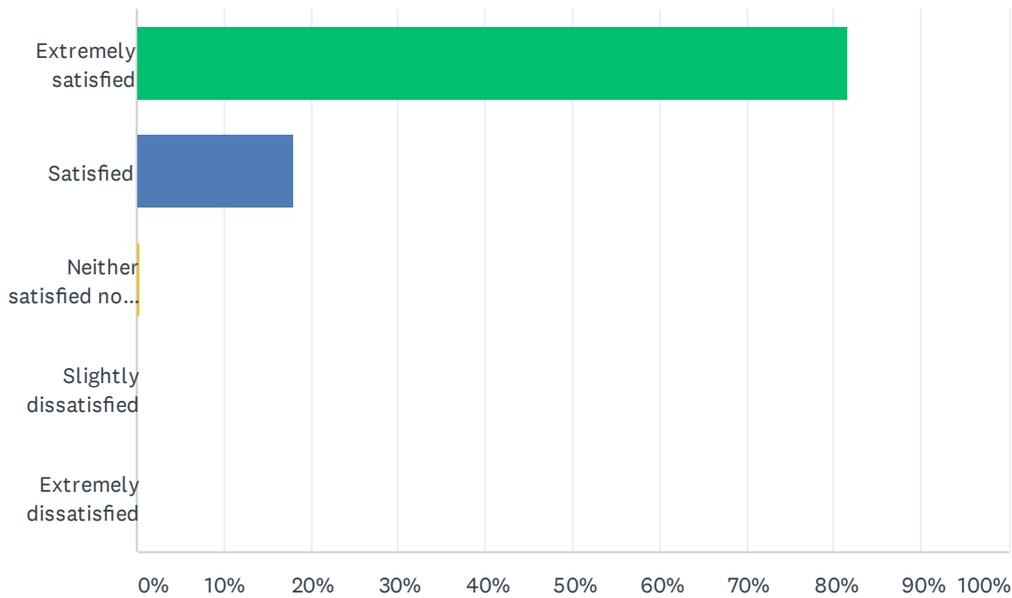
150	Courteous and clear	3/25/2021 4:32 PM
151	Polite, helpful, accommodating, friendly	3/25/2021 4:19 PM
152	Lovely team, chatty, personable and professional.	3/25/2021 4:12 PM
153	Delivery personnel very helpful and professional.	3/25/2021 1:20 PM
154	Lovely polite, efficient lads. Service with a smile. Very professional, a credit to your company	3/24/2021 11:22 PM
155	Very impressive. The guys called 10 mins before arrival to let me know. They were happy to carry the mattress up to my first floor flat & even insisted on saying they'd put the box in my bedroom as it was heavy. I could not fault them. Both wearing masks. Very professional	3/24/2021 7:48 PM
156	Very courteous and helpful	3/24/2021 7:45 PM
157	Took it upstairs for me	3/23/2021 4:48 PM
158	I appreciated the phone calls	3/22/2021 4:11 PM
159	And helped to move a small coffee table for me	3/22/2021 4:10 PM
160	Delivered within the agreed timeframe by friendly and helpful staff.	3/19/2021 4:40 PM
161	Professional	3/19/2021 3:00 PM
162	Delivery person very nice and polite	3/19/2021 9:21 AM
163	They knew we had had a number of issues with the item that was being delivered. They kindly waited for us to open it and make sure it was okay this time. They even took the packaging away. Great service!!!	3/19/2021 8:58 AM
164	Courteous and friendly	3/19/2021 7:54 AM
165	Professional and charming	3/18/2021 6:48 PM
166	Incredibly polite and helpful guys- thank you	3/18/2021 6:13 PM
167	I	3/18/2021 4:23 AM
168	The two gentlemen were brilliant, professional but friendly. Considered the potential risk of damage to the floor, walls. Also with the parking arrangements	3/17/2021 7:47 PM
169	The delivery crew were very friendly, polite and helpful but were unaware of the specific situation previously discussed with their office.	3/16/2021 10:21 AM
170	Very courteous and polite crew	3/15/2021 4:32 PM
171	They were brilliant and polite. I even commented on their prompt arrival	3/15/2021 4:30 PM
172	Very friendly, and they opened the package for me so I could transport it easily into the house, reminding me to keep the packaging in case of return.	3/15/2021 1:14 PM
173	And friendly	3/14/2021 4:01 PM
174	Very pleasant guy delivering, smiley & friendly.	3/13/2021 9:12 AM
175	Great service	3/12/2021 8:50 AM
176	Very pleasant guys	3/12/2021 12:37 AM
177	Very professional and did what they said!	3/11/2021 8:04 PM
178	Really helpful and smiley too!	3/11/2021 6:24 PM
179	Simply the friendliest drivers around!	3/9/2021 6:05 PM
180	Polite, helpful and considerate!	3/9/2021 5:39 PM
181	The delivery guy was very helpful in getting my chair into the house	3/9/2021 5:26 PM
182	Very efficient	3/9/2021 5:22 PM
183	A huge thank you to the delivery crew who carried my new sofa to my flat when the box it came in was too big the lift. Also appreciated the fact they took the packaging away.	3/8/2021 5:25 PM
184	Much faster delivery than expected, great communication even when person receiving gift was hard to get a hold of	3/8/2021 4:08 PM

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185	Very helpful, professional and friendly	3/6/2021 11:56 AM
186	Driver in contact to ensure easy delivery ...brilliant	3/5/2021 9:02 PM
187	Friendly and super helpful. So much better than the "drop and run" service that is normal	3/5/2021 8:47 PM
188	Very respectful and polite	3/5/2021 5:04 PM
189	Very pleasant, helpful and respectful of my home and social distancing	3/3/2021 3:46 PM
190	Delivery crew was excellent, very professional and helpful	3/3/2021 3:34 PM
191	The guy who delivered was polite and lovely. They delivered the mirror to my upstairs lounge	3/3/2021 9:56 AM
192	Emailed beforehand to arrange/confirm delivery times and telephoned when ten minutes away. Very good service. They brought the heavy package right to the door (wearing masks) and asked if I needed any further help. Gentlemen. Just what you need from delivery men.	3/3/2021 9:45 AM
193	Great guys, it was not an easy item to get up the stairs , and they did it -well done team -	3/2/2021 6:12 PM
194	The crew worked really hard; I was very impressed and most grateful.	3/2/2021 6:04 PM
195	The crew are very polite, kept me informed when they were arriving	3/2/2021 6:01 PM
196	Polite and timely	3/1/2021 7:05 PM

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

Answered: 1,456 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	81.52% 1,187
Satisfied	17.99% 262
Neither satisfied nor dissatisfied	0.48% 7
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	1,456

#	COMMENTS IF ANY	DATE
1	The guys were great, very polite and helpful. My only issue was I didn't get a telephone call to tell me the time they were arriving as per the email I received.	5/2/2021 6:23 PM
2	Fab Fab Fab xxx	5/2/2021 10:01 AM
3	Definitely a model for all delivery companies. Regular updates and didn't disappoint.	5/1/2021 12:44 PM
4	Thank you	5/1/2021 10:39 AM
5	I look forward to get my other sock ha ha	4/30/2021 5:47 PM
6	Without reservation thought your service was first class.	4/29/2021 10:34 PM
7	I hope to deal with you again.	4/29/2021 9:18 PM
8	Very efficient and polite and friendly staff	4/29/2021 6:54 PM
9	Thank you! Excellent communication throughout.	4/29/2021 4:50 PM
10	Very swift and managed the whole process very well. Endless problems with the bigger names companies. Thanks Ash	4/29/2021 2:58 PM
11	See above very happy with experience	4/29/2021 1:08 PM
12	nice work well done	4/29/2021 10:54 AM

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13	It's so nice in these strange days to experience a professional firm who do what they say. Thankyou.	4/28/2021 10:43 PM
14	Keep up the amazing work! Specially now the world needs more hauliers like yourselves. Very well done!	4/28/2021 9:30 PM
15	Impossible to have done better. Truly impressed	4/28/2021 7:31 PM
16	Time slots were accurate as was 15 minute heads up!	4/28/2021 6:19 PM
17	As mentioned, including an indication of how long before delivery, you would be notified on the day	4/28/2021 6:16 PM
18	V polite and friendly	4/28/2021 5:45 PM
19	My delivery was scheduled for 7-9am. I had a call 3 minutes before they arrived. Perhaps 30 mins would have been helpful	4/28/2021 10:59 AM
20	Very friends delivery crew, prompt replies with emails	4/28/2021 9:13 AM
21	Could not fault the service. The two gentleman who delivered the item were brilliant and very helpful. Thank you :)	4/27/2021 9:59 PM
22	Far exceeded my expectations of a removal company	4/27/2021 8:34 PM
23	Excellent service all round	4/27/2021 7:52 PM
24	Lovely company. Staff drivers very nice	4/27/2021 6:58 PM
25	Cannot fault Ash Logistics - plenty of communication and very prompt delivery	4/27/2021 6:29 PM
26	As above	4/27/2021 6:03 PM
27	Very friendly and respectful. Ensured no damage done to my home when placing cabinet in situ.	4/27/2021 5:25 PM
28	Thank you for everything.	4/27/2021 5:17 PM
29	Very nice delivery men. Always helpful and efficient	4/26/2021 11:20 PM
30	I have had two deliveries now both defective but that was not down to your company I don't think.	4/26/2021 9:37 PM
31	Very polite and helpful	4/24/2021 12:25 PM
32	They kept me informed about my delivery and the delivery men were professional	4/23/2021 9:44 PM
33	Thank you!	4/23/2021 6:26 PM
34	I have dealt with many deliveries and couriers but I have been super impressed with your emails, timings and workmen on the day. Well done to you all!	4/23/2021 5:26 PM
35	Rescheduled the delivery to suit and delivered within agreed time window. A call prior to the delivery to provide a more accurate time would have been useful (12pm - 4pm is quite a large window).	4/23/2021 5:05 PM
36	The driver was really professional and friendly. Particularly since he had to negotiate a Lane closure in a rural area. Really pleased with the care he took delivering fragile furniture. He was exceptional.	4/23/2021 7:26 AM
37	Nice, friendly caps, very professional and swift action without any delay or time consuming process. New exactly what to do having carried the sofa up three flights of stairs. Highly skilled in what they do.	4/22/2021 8:43 PM
38	Friendly helpful delivery drivers - text beforehand and arrived on time	4/22/2021 7:22 PM
39	Really nice guys	4/22/2021 7:17 PM
40	Both delivery drivers very courteous and polite	4/22/2021 6:17 PM
41	Goods arrived damaged but issue was dealt with swiftly and generously.	4/21/2021 6:49 PM
42	Really good guys, careful, professional. Very impressed.	4/21/2021 6:30 PM
43	Very nice delivery driver. Exceptional!	4/21/2021 8:58 AM
44	I would certainly recommend Ash Logistics.	4/20/2021 5:26 PM
45	As all above.	4/18/2021 10:07 AM

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46	Probably best delivery company I have dealt with. Thanks	4/18/2021 9:07 AM
47	No contact, polite, friendly had a phone call in advance	4/18/2021 8:20 AM
48	Nice call 3min before delivery, prompt on time	4/18/2021 7:11 AM
49	Arrived for collection on time.	4/17/2021 6:42 PM
50	If only all our deliveries were made by these two gentlemen.	4/17/2021 1:10 PM
51	Would definitely recommend.	4/17/2021 9:11 AM
52	brilliant courier service from your team!	4/17/2021 7:24 AM
53	Excellent company which I will happily recommend to others.	4/16/2021 5:28 PM
54	Someone answers from early to late	4/16/2021 8:44 AM
55	V friendly peeps	4/15/2021 8:54 PM
56	Would definitely recommend	4/15/2021 7:53 PM
57	A seamless delivery service!	4/15/2021 7:20 PM
58	Such an amazing service. Wish all deliveries and collections were this profesional.	4/15/2021 6:21 PM
59	My only feedback would be that the first email regarding delivery lacked definition in its body. I'm a scan-reader and didn't pick up on the fact I needed to confirm the delivery date by replying. It took you sending a second email for me to spit that I needed to do that. It was a sea of small text that made it look boring to read. I just want to see the CTA and scan to know that I need to respond. Other than that, the whole experience with you was great.	4/15/2021 8:59 AM
60	Would recommend	4/14/2021 10:28 PM
61	thankyou for your service.	4/14/2021 7:20 PM
62	Very helpful men	4/14/2021 8:08 AM
63	Thanks very much - you were actually perfect!	4/13/2021 7:04 PM
64	Good communication and polite helpful delivery men	4/13/2021 6:04 PM
65	The delivery men were extremely helpful and respectful to the extent on entering the house they even took their shoes off!	4/13/2021 9:08 AM
66	Outstanding customer service	4/12/2021 7:51 PM
67	Professional and friendly, will purchase again in near future.	4/12/2021 7:49 PM
68	very easy to deal with, they try to organise the delivery ASAP and their estimates are very reliable.	4/12/2021 7:30 PM
69	Nothing is too much trouble. Carried up four flights of stairs, removed packaging, positioned piece. All with a smile and they took their shoes off without me even having to ask. I wish all deliveries were as good.	4/12/2021 6:56 PM
70	All good	4/12/2021 6:01 PM
71	Good all round ,Thank you	4/10/2021 4:38 PM
72	No problems whatsoever	4/9/2021 9:35 PM
73	A pleasure to do business with	4/9/2021 6:06 PM
74	Would recommend and will hopefully use again. I saw the drinks trolley I chose on an Instagram post. I was looking for one which was not just run of the mill. Couldn't be happier with it. Many thanks.	4/9/2021 6:04 PM
75	I wish more courier companies would behave like Ash!	4/9/2021 5:36 PM
76	All went well considering the logistics they had to cope with delivering to a holiday home when I wasn't there	4/9/2021 4:58 PM
77	Sideboard is not to the standard expected. Supplier tried to pass blame on to you. I have firmly informed them it is a manufacturing fault.	4/9/2021 10:50 AM
78	Well done !	4/9/2021 9:39 AM

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79	A great logistical company	4/9/2021 8:41 AM
80	Great, thank you!	4/8/2021 8:37 PM
81	Wonderful service 😊	4/8/2021 7:59 PM
82	A lovely piece of furniture. Well built & easy to put together. Fast & Efficient Delivery.	4/7/2021 9:24 PM
83	The delivery team had a really nice manner about them. Calm and polite so you didnt feel rushed, the took all precautions and were easy to be around. Also kept me up to date on their progress before delivery. I have just lost my husband to cancer, and with covid also I think many of us struggle with facing other people sometimes. I was made to feel really comfortable and given my context I was grateful for that (not that the team knew). Thank you	4/7/2021 6:10 PM
84	Could not fault them, appreciate the call to say when nearby. All round excellent service	4/6/2021 7:59 PM
85	Commutation is key and you got this absolutely spot on! Well done!	4/6/2021 7:13 PM
86	Wish I had sent my recent parcel with you not Tuffnells!	4/6/2021 6:45 PM
87	Thank you so much! Other orders such as mirrors and marble tables were damaged by other delivery companies and I was worrying if I was able to received the item without damage. But Ash Logistics did well!	4/6/2021 6:35 PM
88	They gave advance notice of their arrival. They were extremely polite and helpful. They brought the boxes through the rear of the property and waited while I checked inside the boxes. Could not have done anymore.	4/5/2021 1:06 PM
89	Would use again definitely	4/3/2021 8:13 PM
90	Thank you for great updates , prompt & cheerful delivery. Well done!	4/3/2021 5:04 PM
91	Great mirror and service	4/3/2021 3:28 PM
92	It was great that you kept in touch so I knew what to expect . It was a great relief to know that the collection would happen as the item cluttered my living room :) thank you very much	4/3/2021 2:39 PM
93	The BEST delivery I have ever had. A heave big sofa which they defied physics to get into my basement flat. Thank you	4/1/2021 8:38 PM
94	very quick at replying and delivering	4/1/2021 8:14 PM
95	All excellent	4/1/2021 7:52 PM
96	Best delivery people I've had	4/1/2021 7:17 PM
97	Great.	4/1/2021 7:16 PM
98	Highly recommend, easy and reliable	4/1/2021 6:25 PM
99	Would recommend	3/31/2021 9:52 PM
100	Very smooth, efficient service. Friendly staff.	3/31/2021 6:26 PM
101	Very good company, thank you	3/30/2021 7:25 PM
102	Would have been helpful if they had taken out of box.	3/30/2021 6:19 PM
103	Thank you very much	3/30/2021 5:19 PM
104	Fantastic service - would highly recommend- very impressive service delivery - well done	3/29/2021 9:33 PM
105	We will definitely use this company again. Thankyou	3/29/2021 9:04 PM
106	A very happy customer :)	3/29/2021 8:44 PM
107	As they only deliver to our part of the country every 10 - 14 days so it depends when my goods from Graham and Green arrive with them - as I could be without them for a while - which is not ideal in my situation as i run a holiday cottage business. This delivery came quickly but the previous order took a while. That would be my only complaint	3/29/2021 8:37 PM
108	On time and really pleasant service	3/29/2021 8:04 PM
109	Please thank the two men	3/29/2021 7:09 PM
110	Thanks	3/28/2021 9:59 PM

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111	All good service	3/28/2021 11:20 AM
112	Thank you	3/28/2021 9:22 AM
113	Brilliant and delivered within timeframe advised	3/28/2021 8:43 AM
114	Excellent service	3/26/2021 4:31 PM
115	The 2 man team were very nice, they carried chest of drawers upstairs which was much appreciated. Thanks	3/26/2021 4:29 PM
116	Rearranged date very quickly	3/25/2021 7:48 PM
117	Most providers let themselves down by not delivering in one or more areas - this crew delivered 100%	3/25/2021 4:32 PM
118	THANK YOU!We will use you again and recommend	3/25/2021 7:05 AM
119	Blokes were really friendly and helpful	3/24/2021 9:26 PM
120	Never used before, but found to be very good indeed	3/24/2021 8:31 PM
121	Very satisfied will definitely recommend	3/24/2021 7:48 PM
122	Very kindly took the item to the room I asked as it was extremely heavy. Much appreciated thank you.	3/24/2021 4:04 PM
123	No hesitation in using again.	3/24/2021 3:58 PM
124	Great service - came on time, delivered carefully.	3/20/2021 9:59 PM
125	Very happy with the service.	3/19/2021 4:40 PM
126	Vehicle tracking or call / msg 30mins before delivery is always very useful	3/19/2021 4:30 PM
127	Wish all deliveries were by Ash Logistics	3/19/2021 3:00 PM
128	Arrived a little earlier than expected but that is minor, overall - impressed!	3/18/2021 8:23 PM
129	Product very pleasing	3/18/2021 6:48 PM
130	Should be an easier response to confirm suggest delivery rather than emailing a response, a click through approve maybe?	3/18/2021 6:25 PM
131	The best return service I've ever experienced	3/18/2021 5:49 PM
132	The only reason I did not tick 'extremely satisfied' is because I did not receive a call on the day to let me know arrival in advance.	3/17/2021 11:14 AM
133	A pleasure to use Ash Logistics	3/15/2021 4:32 PM
134	This was a first with Ash and am sure it won't be the last. Thank you.	3/15/2021 4:30 PM
135	Very friendly helpful crew, arrived exactly when said! Thanks	3/13/2021 7:58 AM
136	Arrived on time, friendly and helpful	3/11/2021 8:23 PM
137	Hard working very pleasant men.	3/11/2021 8:04 PM
138	It would be great if help would be offered unpacking furniture.	3/11/2021 6:10 PM
139	Quick to contact, clear communication, kept updated	3/10/2021 10:51 AM
140	Arrived exactly when expected, polite & efficient	3/9/2021 8:12 PM
141	Easy uncomplicated delivery	3/9/2021 7:11 PM
142	Perfect service, couldn't fault.	3/9/2021 5:39 PM
143	All good but I never received a phone call confirming a time slot on the morning of delivery. Thanks	3/9/2021 9:44 AM
144	They nice men delivered to me personally (not left outside my house which was and is good news)	3/8/2021 4:19 PM
145	Best delivery I've organised! Warm and friendly comms too	3/8/2021 4:08 PM
146	Would be my proffered courier	3/6/2021 11:56 AM
147	Charming driver who was really pleasing to talk to	3/5/2021 9:02 PM

Ash Logistics Customer Satisfaction - Spring 2021

148	they were very polite	3/4/2021 8:27 AM
149	It's not the first time Ash Logistics dealt with my order deliveries and all I can say it's one of the best logistic companies I know, would definitely recommend 5star service	3/3/2021 3:34 PM
150	Efficient service, clear communication and did what they said they would do. Couldn't ask for more. A pleasure to deal with.	3/3/2021 9:45 AM
151	Your service is exactly what a service should be.	3/2/2021 6:01 PM
152	The only complaint I have is that the boxes were very dirty and when placed on my carpet they've left marks. However, the service from the delivery guys was great and this isn't their fault.	3/1/2021 11:00 PM
153	Best delivery company i have experienced	3/1/2021 7:05 PM
154	Great communication from the delivery guys. I'd arranged to have the chair delivered to my sisters house as she works from home. I was unexpectedly at home so asked if they could deliver to me when they called with an ETA of 25mins. I live 2 minutes away from original address. Unfortunately the delivery guys called head office who said they couldn't change the address. This was a shame and would have saved me getting it from my sisters. This is the only improvement that could be made, more flexibility but otherwise a great delivery service.	3/1/2021 4:24 PM