



## Excellent Customer Service

Universal Filling Machines has always had a strong customer service ethos, which we feel sets us apart from many of our competitors. As part of our on-going commitment to excellent customer service we regularly survey of all our customers who have taken delivery of new machines every quarter. Below are the latest results covering the last 6 months deliveries – between **1st October 2021 to 31st March 2021**. Customers are usually requested to give us feedback after 3 months following delivery/ installation and all questionnaire returns up to six months from sending are included.

Our survey asks 15 questions, ranging from our pre-order processes, through lead times, machines delivery, installation and training, to after sales service including response to any problems and how we handled them. Customers were asked to score us across these 15 areas on a 5 star rating scales, with 1 being poor and 5 being excellent.

We use this feedback to continue to improve our customer service, but overall we are delighted with what our customers tell us. A more detailed summary of the survey is below, but we were particularly pleased that 100% of customers gave us either 5 or 4 stars for being a great company to deal with (**100%** giving a 5 star rating here) and 100% of customers would buy from us again (**100%** giving a 5 star rating here).

Being a quality brand, we never expect to be regarded as the cheapest, but it is great to know that we were given **4.5** stars out of 5 for Value for money. It's reassuring that great service doesn't have to cost the earth! Here is summary of the results, with a more details break down below.

## Summary Ratings

Pre-sales Response - 4.8/5



Equipment/Delivery/Installation - 4.9/5



After Sales Support - 5/5



Great Company To Deal With - 4.9/5



Value For Money - 4.5/5



Would Buy From Us Again - 4.8/5



*"The customer service right from day one to delivery and beyond is spot on. A lovely company to deal with, staff are so helpful"*

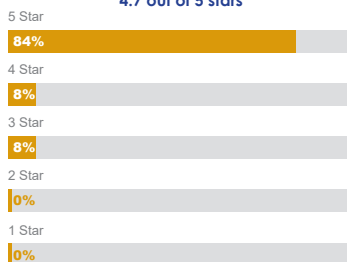
*"Excellent service on both occasions that we have done business with Universal, great products at very competitive prices."*

*"All round very happy with the service provided & will not hesitate to use again when I require filling machines in the future."*

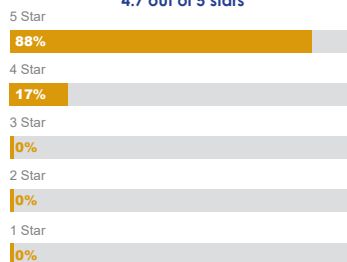
*"A fantastic company, with extremely high build quality & excellent pre and post-sales service. Not the cheapest in the world, but definitely the best, Very strong, robust, well-designed & well-built units."*

## Detailed Ratings

**Pre-Sales Response**  
4.7 out of 5 stars



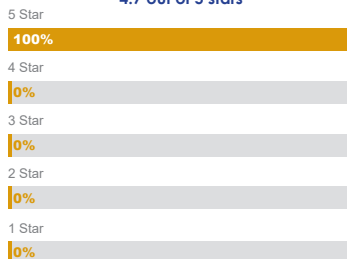
**Equipment/Delivery/Installation**  
4.7 out of 5 stars



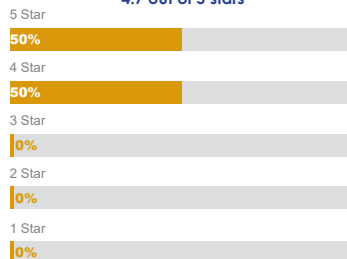
**After Sales Support**  
4.7 out of 5 stars



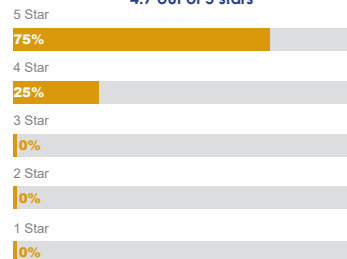
**Great Company To Deal With**  
4.7 out of 5 stars



**Value For Money**  
4.7 out of 5 stars



**Would Buy From Us Again**  
4.7 out of 5 stars



These results are updated on a rolling quarterly basis – showing customer satisfaction over the last 12 months.



## Some Recent Customer Testimonials

### Jotun Paints

Universal are a great company to work with and totally trust worthy on giving sound advice. The Posifill machine we bought worked straight out of the box and the operators were very pleased with its operation. This enabled a solution to a problematic small 40ml dispensing product and increased safety, accuracy and speed of production.

*Stephen Guest*  
Technical Manager

### Healthcare Company, North West England

Always a joy to deal with Universal, knowledge and records of equipment belonging to us is excellent, we have some very old Universal machines still operating to a very high standard along with brand new machines. This is testimony to the aftercare and parts service.

Mandy and the whole team are always very helpful efficient and friendly.

*Marcus Rigby*  
Engineering Manager

### Nikwax Ltd

From the very outset Universal were streets ahead of the competition in dealing with us. No hidden unpleasant surprises in regard to quotes, which was refreshing.

The machine supplied was perfect for the desired duty. We have had no negative issues with the machine to date and it has become the steady horse of the factory floor. I find the whole team at Universal an absolute pleasure to do business with. They are always so helpful, and their customer back up has been second to none. I cannot speak highly enough of the after sales support. Every time I have had the pleasure to do business with them, I have always come away totally satisfied. The whole team, from reception, to technical, to management are a joy to work with. I cannot speak highly enough of the business in its entirety. My only negative comment is that my boss will not give me more money to buy more of Universal Filling's equipment.

*Kevin Jordan*  
Service Engineer

### Chemical Manufacturing, Midlands

I have always found Universal Filling, a reliable and very supportive supplier over the years. All the personnel are all very helpful & positive to assist with any new projects or existing equipment. I have continued to recommend them to my new employer when moved from current to new company positions, as I believe the equipment is reliable and well manufactured to other competitors.

A good company to work with and always supportive in after sales & advise - credit to Managing Director, Mike Hollis & his team at Universal.

As a long term customer I would recommend Universal Filling as a supplier, good reliability and well-built machinery for all types of ranges in volume.

*Production Manager*

### Haircare Company (UK)

We have dealt with Universal since the late 1970's and they are always first call we make when looking at new filling equipment.

*Technical Director*

### Torus Measurement Systems

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*Joanne Western*  
Procurement

### Rutpen Ltd

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Mandy and the whole team are always very helpful efficient and friendly.

*Sam Morley*  
Engineering Manager

### Henderson's Relish

Especially thankful for your flexibility working with us to achieve a grant. This required tailored quotations to meet grant criteria. Very helpful installer. We were delayed Owing to us not having the conveyor ready to go at our end. Neil was willing to go the extra mile for us and stay additional time to finish the job - Thanks Neil.

The whole team at Universal has been a pleasure to work with, thank you for your excellent service.

*Matt Davies*  
General Manger

### Vitax Limited

Universal are our number one choice when we require a new filling machine, as their machines are well made, long lasting and user friendly. It also helps that they represent excellent value for money.

*Dale Eames*  
Production Manager

### Celtic Candles, Ireland

Excellent company and machine. We have had no issues with the machine, it works brilliantly. Sales support 2nd to none.

*James Stewart*  
Director