



Excellent Customer Service

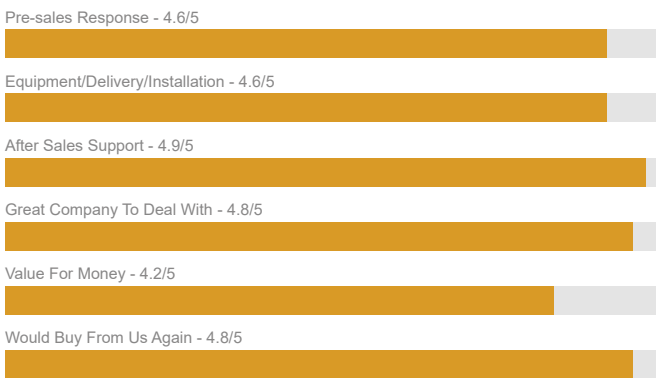
Universal Filling Machines has always had a strong customer service ethos, which we feel sets us apart from many of our competitors. As part of our on-going commitment to excellent customer service we regularly survey of all our customers who have taken delivery of new machines every quarter. Below are the latest results covering the last 6 months deliveries – between **1st July 2023 to 31st Dec 2023**. 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 (**83%** giving a 5 star rating here) and 100% of customers would buy from us again (**83%** 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 **4.2** 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



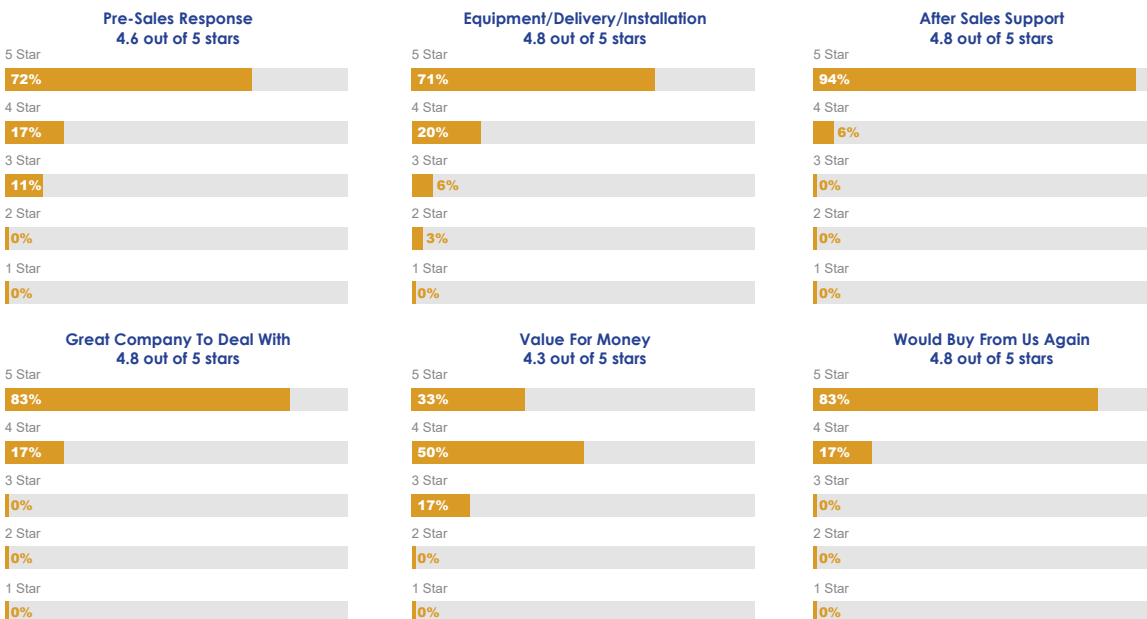
“The customer service right from day one to delivery and beyond is spot on. A lovely company to deal with, staff are so helpful”

“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



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



Some Recent Customer Testimonials

Morgans Pomade Co. Ltd

We have purchased numerous machines from Universal over the last 40 plus years & keep returning to them. Not the cheapest, but certainly excellent quality & service. All manufactured in UK, as well.

Peter Standen, Technical Director

Biotech Company (UK)

We have purchased 4 Universal machines - we have both a 4-head automatic filler and a twin-head automatic machine. The 4-head filler is our main filler that has helped us improve productivity and bring in new work. The twin-head is used for the medium volume runs which takes the pressure of the 4-head filler. We also have a small single-head filler which we run pouches and a 5 litre single-head filler which is used for small runs.

We have had very few issues with these machines over the years and if we have any problems or need a replacement part Mandy's there to sort you out really quickly. Overall Universal are a great company and hopefully we will have many more years together.

Manager

Quadralene Ltd

We have purchased equipment from Universal for many of years and I find their service and machine quality very high.

Paul Gray, Operations Manager

Angelic Celestial Colours Ltd

We've had a brilliant experience with Universal and all the staff we have dealt with. Communication is quick and effective. Questions are answered quickly and clearly. We had some minor teething troubles with our filling machine, due to the unique nature of our product, but we had an immediate response to our request for help and it was sorted within minutes. When we needed a replacement part (because we broke the original) we had it the next day. I really can't recommend them highly enough.

Tracy Eden, Creative Director

Fuerst Day Lawson

Professional service delivered by a contentious team of professionals who go above and beyond to ensure the customer is happy. Excellent service from the shopfloor upwards.

One of the best companies I have had the pleasure to do business with.

Paul Watkins, Production Manager

Dingle Distillery Ltd

First class service from beginning to end. Mark is extremely helpful and replies quickly to any queries. It has been a pleasure to source equipment from Universal. When I placed the order, I had a high degree of confidence that the machine was exactly what we required. We have been using the machine for several weeks now and we are delighted with how it is performing.

Graham Coull, Master Distiller

Intercontinental Brands

Universal are an excellent company to deal with. All staff are very knowledgeable in the product. Customer service is near perfect, nothing is a trouble.

Pricing is very competitive, sure cheaper alternatives exist but build quality, spares and ongoing support is unrivalled.

David Milburn, Project Manager

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

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

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