



ParcelHero Welcomes the Which? ‘Dodgy Deliveries’ campaign

Parcel delivery company says: ‘You can’t tar all couriers with the same brush’

UK and International courier ParcelHero has welcomed the survey conducted by consumer champions *Which?* into parcel delivery problems, and its campaign to ‘Stamp Out Dodgy Deliveries’

ParcelHero’s David Jinks MILT says: ‘The *Which?* campaign is timely as the parcel delivery industry gears up for Christmas. The campaign is calling for the stamping out of late, lost and damaged deliveries, for retailers to keep customers informed about deliveries, and to ensure those deliveries are first class, first time. ParcelHero has long been calling for a general move by some retailers and low- budget low-service parcel delivery companies alike to up their game.’

Says David: ‘The report highlights top delivery irritations including parcels being late (17%), not delivered (3%) and even damaged (2%). This need not be the case. ParcelHero has a TrustPilot rating of 96%, actively monitors each and every shipment and offers a free money back guarantee for Timed Delivery services. It’s this kind of service level that today’s consumers expect.’

ParcelHero does take issue with one aspect of the survey, however. When *Which?* compared customer satisfaction with different delivery methods, it says couriers came bottom of the pile. David says: ‘There are a large number of couriers in the marketplace, not all of which aspire to the same standards. Just as with cars or clothing, some companies will be good, others not so good. *Which?* certainly cannot tar all with the same brush. By choosing a courier company like ParcelHero – which only partners with leading global carriers such as UPS and DHL, and yet offers savings up to 72% cheaper than the Post Office – consumers need not put up with sub-standard services.’

He adds: ‘Of course we are not saying nothing ever goes wrong. Anyone who claims to have a 100% delivery success rate, 100% of the time is lying. And of course it is *hugely* annoying if someone has deliberately taken time off work not to receive a parcel when you expect it, but couriers are occasionally at the mercy of road closures and weather conditions outside our control. ParcelHero works as hard as possible to maintain our 96 % Trust Pilot rating, and our tracking service means customers are kept fully informed on those regrettable occasions when something does go wrong. If there is a delay, ParcelHero tries to resolve the delay for you – we solve 93% of all delays within 24 hours, far higher than any other carrier.’

David concludes ‘We look forward to tracking the progress of the *Which?* Campaign as we enter the busy Christmas Period.’ For full details of how to ensure your Christmas parcels are picked up and delivered, see www.parcelhero.com/events/christmas-gifts-delivery-2014

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For more information please contact David Jinks, Head of PR, on david@parcelhero.com or by phone on 0208 7584962 (07772 055748 out of office hours)

Leading international online courier ParcelHero strategically partners with the world’s leading, logistics companies, including DHL, UPS and DPD to provide a flexible, cost-effective range of parcel delivery services to over 220 countries worldwide. Huge bulk purchasing power allows ParcelHero to offer highly competitive pricing with no compromise in service quality.

