



The Simmonds Comparison Trial

Experience Driven by Service — without changing your existing provider

Most transport companies will tell you they provide excellent service.

We would rather show you.

The Simmonds Comparison Trial gives businesses across the SY postcode area the opportunity to compare our pallet network service with their existing provider using **just one or two regular pallet movements**.

There is no requirement to move all your business to Simmonds and no need to stop using your existing provider.

Simply give us the opportunity to prove what we can do.

If our service proves itself, we hope we will earn the opportunity to do more for you.

What does “Driven by Service” actually mean?

Moving the pallet is only part of the job.

For us, great service means taking responsibility for your shipment from collection through to delivery — and keeping you informed along the way.

Our aim is simple:

You shouldn't have to chase your transport company to find out what is happening.

If we know there is a problem, we contact you first, explain what is happening and take ownership until it is resolved.

That means less time spent managing transport, fewer unnecessary calls and emails, and greater confidence that the promises you make to your customers are being protected.

What You Receive During the Trial

From your very first shipment, you receive the full Simmonds customer experience, including:

- A dedicated Account Manager
- Full access to our experienced Customer Service Team
- Proactive collection and delivery updates
- Booking and tracking support
- POD visibility



- Priority account set-up
- An initial review of your pallet movements and current transport arrangements
- A review of the service following your trial
- Priority operational capacity for agreed trial movements wherever reasonably practicable

There are no additional charges for these services.

We Put Our Money Behind Our Service

Promises are easy to make.

So we've backed the Simmonds Comparison Trial with genuine guarantees.

The First Week Confidence Guarantee

At the end of your first week trading with Simmonds, we will complete a short service review with you.

If you identify any reasonable service improvements, we will agree a written action plan and implement those improvements during the following week.

If we then fail to deliver the agreed improvements, your pallet network deliveries during the next week will be provided **free of charge**, up to a maximum value equal to one normal week's pallet network charges.

We don't expect you to take all the risk of trying us.

The Collection Guarantee

If we accept a confirmed collection for a specific day and fail to collect because of a Simmonds operational error, we will arrange the most appropriate same-day recovery solution using alternative Simmonds resources at our cost.

If we make the mistake, we pay to put it right.

The No-Chasing Guarantee

If we are already aware of a collection or delivery problem and you have to chase us for an update that we should reasonably have provided first, we will:

- Credit your account **£25 for the affected shipment**
- Complete a formal root-cause review
- Explain what happened and what we have changed

If you've had to chase us, our communication has already failed.

The Freight Protection Guarantee



If our driver or depot team identifies that your freight may not be suitable for safe pallet network transport, we won't simply move it and hope for the best.

Where operationally practical, we will photograph the freight, explain the risk and rewrap, repalletise or add reasonable protection **at no additional cost** before it enters the network.

Every pallet network shipment also benefits from standard Goods in Transit cover uplifted to **£10,000 per tonne at no additional charge**.

Why Simmonds?

Simmonds Transport is a local transport company backed by the nationwide **Palletline network**.

But the network is only one part of the service.

The real difference is the people managing your account.

Driven by Service means:

- Proactive communication
- Experienced customer service people
- Local decision-making
- Operational ownership
- A modern fleet
- Nationwide pallet distribution through Palletline
- A business focused on building long-term customer relationships

We don't simply want to move your pallets.

We want to help protect the promises you make to your customers.

Is Your Business in Our Trial Area?

The Simmonds Comparison Trial is currently available to businesses in:

SY1-SY6 | SY10-SY12 | SY21-SY22

that regularly send palletised freight throughout the UK.

This includes manufacturers, importers, distributors, e-commerce businesses, engineering companies, food manufacturers, packaging companies and other businesses currently using a pallet network or multiple transport providers.

You don't need to be unhappy with your current provider.



In fact, there is a good reason to trial Simmonds **before** you need another transport company.

It gives you the opportunity to experience our communication, reliability and customer service while keeping your existing arrangements in place.

If you ever need additional capacity or an alternative provider, you'll already know exactly what Simmonds can do.

Starting Is Simple

1. Send us details of one or two regular pallet movements

We'll provide you with a comparison quotation.

2. If the rates work for you, we'll open your account

We'll take care of the onboarding and make starting as straightforward as possible.

3. Give us your first trial movement

You continue using your existing provider for everything else if you wish.

4. Judge us on the service you actually receive

We'll review the trial with you and **you decide whether Simmonds has earned the opportunity to carry more of your work.**

No pressure to transfer additional business.

Trial Places Are Limited

We only introduce a limited number of new trial customers at any one time.

That's deliberate.

We want every new customer to receive the attention and level of service that the Simmonds Comparison Trial promises.

Once the available trial capacity has been allocated, further businesses will be placed on a waiting list until capacity becomes available.

Ready to Put Us to the Test?

You don't need to change transport providers.

You don't need to give us all your pallet movements.

Just give us the opportunity to prove ourselves on one or two.



Speak to Nicole about the Simmonds Comparison Trial. She'll explain how it works and, if you'd like to compare our rates, help you choose one or two suitable regular pallet movements.

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Try Simmonds. Experience Driven by Service. Then decide for yourself.