



Excellent Customer Service

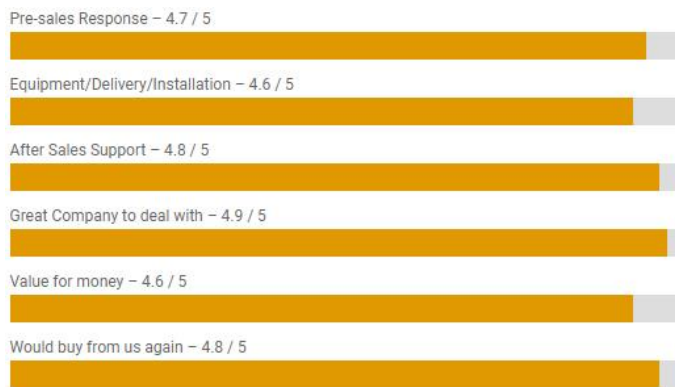
Universal Filling Machines has always had a strong customer service ethos, which we feel sets us apart from many of our competitors. As part of our on-going commitment to excellent customer service we regularly survey of all our customers who have taken delivery of new machines every quarter. Below are the latest results covering the last 12 months deliveries – between **1st Jan. 2020 to 31st Dec. 2020**. 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 (88% 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 4.6 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



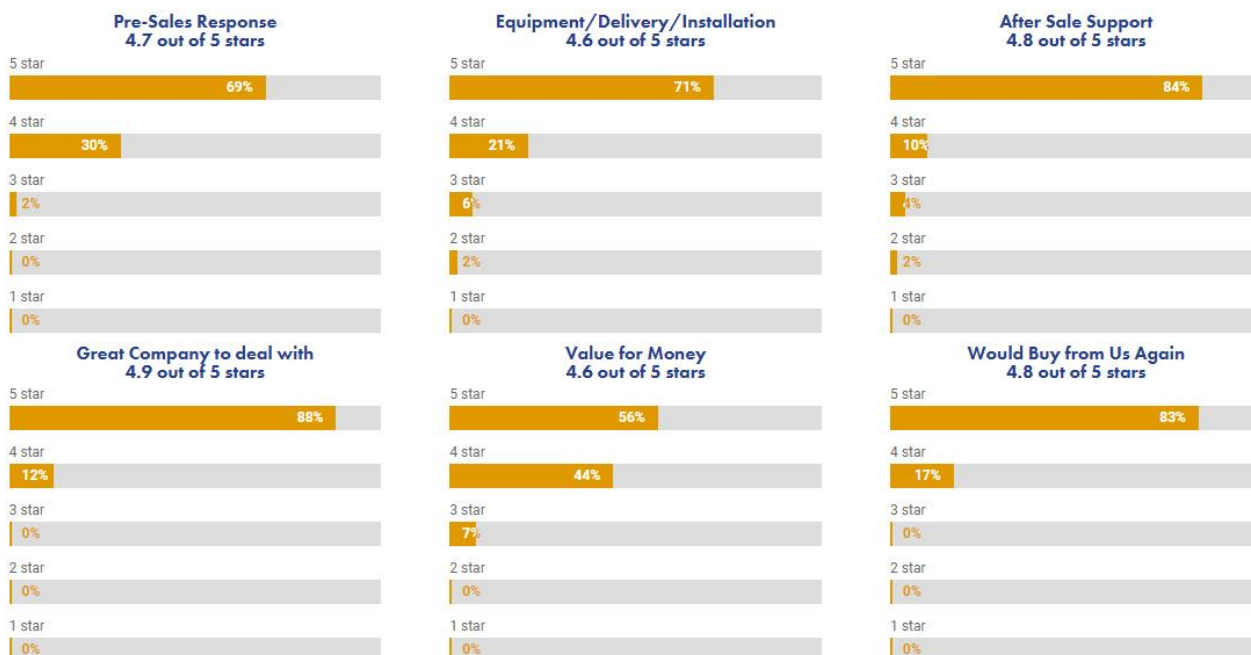
"The customer service right from day one to delivery and beyond is spot on. A lovely company to deal with, staff are so helpful"

"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

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

Direct Independent Imports

Universal's always the service is 110% they are always there at the end of the phone to help in every possible way. We had a very small issue with the install due to needing extra change parts, but this was put right within a couple of days.

We have purchased from Universal for the past 8 years and have now purchased 7 filling machines - one been a fully automatic machine - this shows how happy we have been with their quality of build.

Mark Insted, Managing Director

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

Avanor Healthcare

"We have three bench top Universal Filling machines that between them, turn out 1/4 million units per year with practically zero downtime - they just keep going. As such, we will continue to work with Universal to supply equipment to meet increase in demand for our products."

Scott Duffy, Managing Director

Gilchrist Technical Services

"I have now been responsible for the purchase of two laboratory filling machines from Universal. I came back for the second one due to the performance of the first one. I am considering similar machines for 2 other projects.

Universal's responses to enquiries are always very prompt and during a recent enquiry I really appreciated the honesty of the salesman who could have sold me equipment which may not have delivered the results that we were looking for.

Universal Filling Machines offer some simple yet effective semi-automatic filling machines which can be integrated into start-up production systems. Due to their robust, reliable yet simple design they can be operated with little or no engineering resource."

Alastair Gilchrist, Managing Director

Totally Natural Solutions

"Excellent service in providing a filling machine that performs as expected and is easy to maintain and operate. Both the filler & capper that were purchased had modifications that were necessary for my particular application and both have exceeded my expectations. All round very happy with the service provided and will not hesitate to use again, when I require filling machines in the future."

Simon Boulden, Operations Manager

International Consumer Goods Company

"Excellent service on both occasions that we have done business with Universal - great products at a very competitive price."

RG, Manager

Whisky Broker

"Universal's machines are great and we are really pleased with the customer service and level of support provided by phone and email from Mark when we needed it. We would definitely buy again."

Martin Armstrong, Director

Colorlord

We purchased a 5 litre volumetric and it has coped with all products we produce to quite a high viscosity. Really pleased with our purchase.

David McCormick, Production Manager

Statfold Seed Oils

"Universal Filling Machine Company have supplied us with a number of machines in the past that have increased our production output 3 fold.

Universal's after sales service, in respect of spare parts, usually deliver next day by courier as most of the spares are off the shelves. In the very unlikely event that your machine should require an engineer visit (as this does happen on any brand of machine) then you're down time is kept to a bare minimum with excellent/stress free service."

Thank you UFMC and all involved with excellent customer satisfaction.

Paul Sharpe, Engineer

Cosmetics Producer

Universal are a lot more expensive than other options available, but as soon as I saw the quality of what they were doing, I was actually happy to pay the difference. Mark Kirby has been brilliant throughout and the help I got from John on my training day was superb, thanks. A fantastic company with extremely high build quality and excellent pre and post-sales service. Not the cheapest in the world, but definitely the best, Very strong, robust, well designed and well-built units.

John T, Owner