



An overview of our

# UK FRANCHISE OPPORTUNITIES



## Why is PACK & SEND Different?

- Unparalleled Range of Freight Services
- Specialists in Packing Services
- Warranty – Exclusive Loss and Damage Protection
- Highly Visible Service Centre Locations
- Customer Service Excellence

## Every Day is Different

- No Limits Culture – We Focus on Customer Delight
- Designing Solutions not Taking Orders
- Mix of Business and Domestic Customers
- Variety of Items Handled
- Reward Directly Linked to Effort
- Know Your Customers
- Interesting and Stimulating Environment



*These guys rock... dealing with them was so easy... Responsive, professional and excellent packing - no corners cut!!!*



Aamir Khan – Customer

## Why Choose a PACK & SEND Franchise?

- Highly Experienced Management Team
- 30+ Year Trading History
- Unique and Clear Proposition – Strong Drivers for Market Growth
- Highly Resilient, High Growth Market
- No Direct Competitors
- Territories across the UK
- BFA Associate Members
- Difficult to Copy Business Model



## Trackable Brand Lead Guarantee

PACK & SEND recognises the importance of building your revenues quickly and our *First Year Trackable Brand Lead Guarantee* reflects our confidence in the power our brand has to attract customer sales leads to your Service Centre.

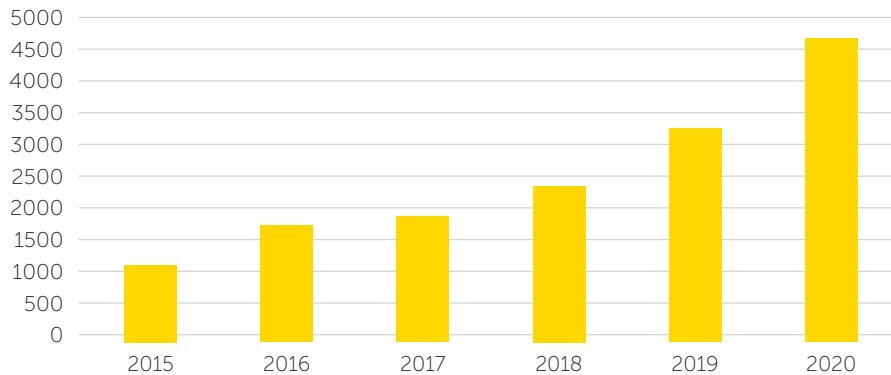
This confidence is such that we will guarantee a set number of qualified sales leads for a new franchisee in their first year. If we fail to deliver on these then we will compensate the franchisee financially for the lost profit in any shortfall of leads.



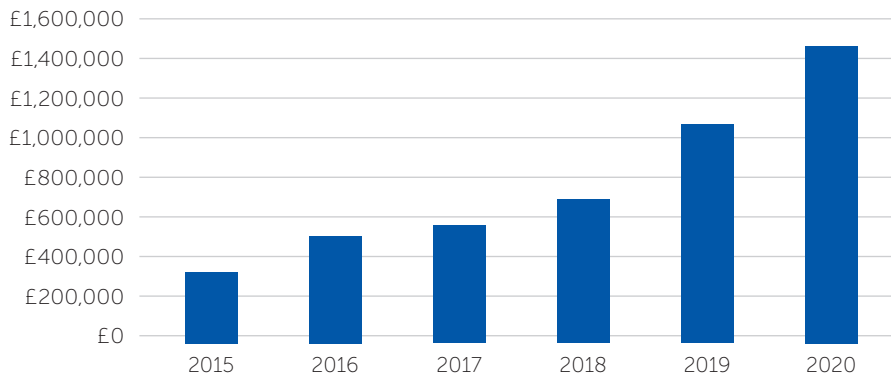
## The PACK & SEND Trading Model

- High Gross Margins
- Lower Rent Locations
- Low Staff Levels
- B2B Trading Hours
- Commercial and Domestic Proposition
- Multiple Revenue Opportunities

### Average Annual Enquiry Volumes per Service Centre



### Average Annual Enquiry Value per Service Centre





## Return on your Investment

- High Gross Margins
- High Average Transaction Values
- 10 Year License Term – Renewable for a Further 10 Years at no Cost
- Mainly Fixed Costs means Growing Sales Gives Growing Profits
- Early Adopter Opportunities

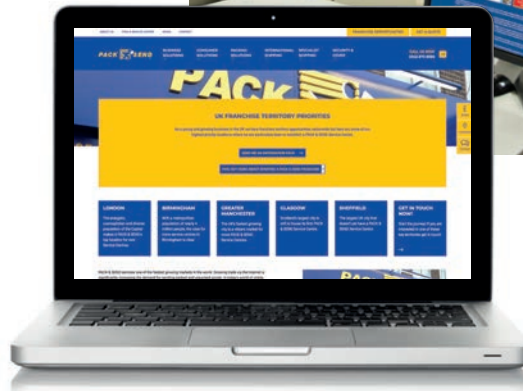


 *PACK & SEND organised the collection and delivery of a couple of paintings from Norway. They built and sent out what turned out to be a virtually bomb-proof and padded crate which fitted the artwork absolutely perfectly for the return journey and so they arrived without a scratch. They organised the documentation throughout and were on hand to answer emails and telephone calls with efficiency. A superb and impressive service that was well worth every penny. That's a 100% recommendation and I'd absolutely use them again.* 

Johnston Cave – Customer

## PACK & SEND Resources and Support

- Comprehensive Training Programme
- Extensive Marketing Collateral
- Financial Management and Benchmarking
- Powerful Knowledge Base
- Proprietary EPOS System for Sales and Job Management
- Specialist Packing Resources
- HQ Attention and Access
- Online Operations Manuals
- Trackable Brand Lead Guarantee



### First Year Marketing Support Guarantee

PACK & SEND recognise the importance of driving early sales growth through the effective marketing of a new Service Centre.

For that reason PACK & SEND UK Ltd will double the marketing expenditure of the Franchisee in its first year of trading in order to help promote the business and grow its local brand awareness.

## Our Customers

Domestic and Commercial; Time-poor;  
Cash-rich; Corporate Accounts.

Contacts via:



- Walk-ins
- Business Outreach
- Online Enquiries
- Referrals
- Local Marketing
- Repeat Customers



## Our Franchisees

High Quality People; Sales Focussed and Highly Driven;  
First Class Communication Skills; No Limits Attitude;  
Supportive and Collaborative; Team Players who  
Make a Difference.



 I use PACK & SEND regularly to collect, pack and ship large fragile auto body parts from the UK to the USA. Always top-notch service – if it can be shipped, they'll figure out how to get it there safely! 

Mike Vitella – Customer

*Specialists in packing and shipping the fragile,  
large, awkward and valuable!*



**PACK & SEND UK Ltd**

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