



## Customer Comments

Just wanted to say thank you the bag has been delivered at my delivery address, I'd heard your responses were fast but this is incredible THANK-YOU **February 2012**

This is just a big thank you for my recent order for a Casa di Borsa print bag which was delivered safely this afternoon during the stated time slot. The bag is even better than I'd anticipated, exactly what I was looking for, and many thanks to Paula Schofield for her assistance by email. Not only is the product excellent but I am very impressed with your Company's efficiency and prompt delivery and will not hesitate to use you again. WELL DONE from a very satisfied customer. **February 2012**

Hello, my case arrived safely on the day you said and at the time you said. WHAT A SUPERB SERVICE YOU GIVE, THANK YOU!!!!!!!!!!!!!!I am very pleased with the case and will test it out soon. I would like to know when the sale finishes please as I think I may wish to purchase another one. Please let me know. AND AGAIN THANK YOU FOR A FIRST CLASS SERVICE. CONGRATULATIONS!!!! A VERY HAPPY AND SATISFIED CUSTOMER!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!  
**February 2012**

I would like to say what a fantastic service I received from you, this is the first time I have ordered from your company. I was kept up to date with the progress of my order and wow! what an efficient service 2 days later I received my order! The delivery company you use was excellent they told me in the morning the hour within I would receive my order! so no hanging around for me waiting in all day! 10 out of 10 for all involved. Thank you and I will be recommending you to my family and friends. **January 2012**

Thank you so much. Your customer service is excellent and will recommend your company. **December 2011**

Parcel has arrived very pleased with the briefcase many thanks for quick response to my enquiry excellent service and a fantastic product. **December 2011**

Bags all delivered on time and well packed, thanks, good service. **November 2011**

I would like to express my thanks in respect of a recent order, unfortunately I do not have the order number to hand. From first registration on your website and placing the order through to the very fast delivery, your service and communication were excellent. I was advised by email of a one-hour delivery slot which was adhered to. Finally, as expected (I have purchased items from your retail outlets previously) the item was as described, of excellent quality and very reasonably priced. Many thanks to all concerned. **October 2011**

We ordered on Sunday and the case was delivered on Tuesday. And none of this 'we'll be there between 8 am & 5pm' nonsense. We were given a one hour delivery window and it arrived bang in the middle. Excellent service, and discounted, with free delivery. I struggle to think of any similar experience in many years. Thoroughly recommended. Thank you. **October 2011**

**WOW**, what can I say, not only were you the cheapest after my extensive googling and comparing prices, but what AMAZING service to boot!!! I ordered on Wednesday and the luggage arrived on Thursday, the driver even gave me a courtesy call. Can't wait to test out the Sub Zero G luggage on my upcoming holiday. Many thanks for your great service and a very competitive price. **September 2011**

Thank you very much for the quick delivery of my order dated 3 September, which arrived within a couple of days. I am very pleased with the purchase .I have had a few of these bags in the past which I have bought from your shop at the Royal Quays in North Shields as I usually visit there a few times a year. As I have been unable to get up there this year I decided to order on line. I particularly like these bags as they have lots of compartments and are a good size. Once again thanks for the swift delivery. From one very satisfied customer. **September 2011**

It arrived today on schedule - many thanks, happy daughter - great service! **July 2011**

Can I just pass on my thanks for your brilliant service. The suitcases I ordered came the next day and are just what I wanted. Thank you for your fantastic efficient service. **July 2011**

I just wanted to thank you for my order I received it this morning, and I am so please with both the product and the service received from your company I am considering ordering another one. Thank you once again **May 2011**

THE NEW SUITCASE ARRIVED AS REQUESTED - THANK YOU FOR YOUR EXCELLENT AFTER SALES SERVICE **May 2011**

This is just fantastic. The bags are great and it was fantastic that you/interlink notified me of a 1 hr delivery time slot. I'll definitely shop with you again!! **May 2011**

I would just like to say my 2 cases arrived today and I am delighted with them. They are just what I was looking for. I will be recommending them to my friends. Thank you for your help and sorting out the delivery **May 2011**

Just wanted to say what an excellent service. My suitcases arrived on the dot of 9.25. THANK YOU. **March 2011**

Just wanted to say a very big thank you for the excellent service you and the other staff (Street -- Tracy & co) have given. I am delighted with the luggage. My case arrived before 9.30 this morning. It is so rare these days to find people who not only do what they say, but do it very quickly and pleasantly too. A pleasure to shop with you. Thanks again. **March 2011**

Received first thing the next morning...4/3/2011.....fastest ever internet delivery! **March 2011**

Brilliant service will definately use you again thank you **February 2011**

Thank you for an excellent service **February 2011**

Excellent service many thanks **January 2011**

That is amazing service, thank you so much, my wife will be thrilled. **January 2011**

Bag arrived today excellent quality just what I wanted. Thank You, will tell my colleagues **January 2011**

I was very impressed with your excellent service. I order the suitcase before 2.00pm on Monday and it was delivery on Tuesday morning. Fantastic - I will definitely order again. **January 2011**

Bag arrived this morning- very happy with it and with speed of your service **January 2011**

Just a quick note to say how pleased I am with my new suitcase and your superfast delivery! I have ordered one for my husband as well now, in black though and not the bright chrysanthemum one that I ordered. Thanks again for efficient service. **January 2011**

Earlier this year my wife and I completed a round the world trip covering 10 countries and involving 25 flights over a 3 month period. We used one of your SUB-Ø-G suitcases (80 litres) and I'm delighted to say it performed superbly. The amount of complimentary comments we received from hotel staff, taxi drivers and airline personnel were incredible. **December 2010**

Many thanks order received very quickly (on 21st) much appreciated and exactly what I wanted. **December 2010**

Thanks, cases have just been delivered. Brilliant!! **December 2010**

Thank you so much for the excellent service **December 2010**

Thank you for your prompt delivery, I am impressed and will certainly use you and recommend you to friends. **November 2010**

Thank you very much for your immediate response. I look forward to shopping with you again very soon. **November 2010**

Thanks for speedy delivery and best online price! I will certainly recommend your company. **November 2010**

Just to say thank you very much for all your help this week. We have received both the cases and the refunds and are extremely pleased and satisfied with the result. We will certainly use your company again and I will have no hesitation in recommending you to others. **November 2010**

Thank you very much; it is a pleasure to do business with you. **October 2010**

Many thanks all arrived today! Excellent service. **September 2010**

Cases arrived this morning by carrier, Fantastic service, many thanks **September 2010**

Only ordered yesterday 6th Sept and here they are in the far West of Wales. Really pleased with the cases **September 2010**

Excellent service, Thank you **September 2010**

I just wanted to say thank you so much for sorting this out so promptly. Your customer service is amazing and you're a total lifesaver! I will definitely buy from your website again and recommend you to friends and family. **August 2010**

Received today, thank you very much. I am very pleased with my purchase and commend you on your very prompt delivery **August 2010**

Please may I thank you for the speed and efficiency in dealing with this order. **August 2010**

Arrived today, thank you for your prompt service **August 2010**

Thank you for your speedy reply and excellent service. **August 2010**

I have just received the bag I ordered and I am really pleased with it. I just wanted to write to you to say what an excellent service you provided. I emailed you when I ordered the item to say I needed it quickly and true to your word the bag arrived exactly when you said it would. It is very rare these days to receive service like this and I would just like to say a big 'Thank You'. I will certainly recommend your company to my family and friends. Thanks again. **August 2010**

Many thanks for a speedy delivery **August 2010**

I just thought I would tell you how pleased I am with the suitcases and more importantly what a pleasure it has been ordering from you. Your delivery is very swift and very good. Thank you **August 2010**

Thank you for your prompt service Suitcases arrived yesterday and I am delighted with them **August 2010**

I just had to thank you for your prompt and efficient delivery and to say that I am delighted with the lightweight wheelie. I have already recommended you to another friend, and shall definitely be praising your services. Many thanks! **August 2010**

I have just received my order. The cases are great! **August 2010**

Received case this morning - thanks for prompt delivery. **July 2010**

Many thanks for the prompt and efficient service I received my order within 2 days **July 2010**

Thanks for your efficiency! **July 2010**

Thank you! That is great service! **July 2010**

Thanks again for your prompt attention. I have recommended your company to my friends. Excellent customer service. **July 2010**

May I thank you for your excellent service. **July 2010**

Thanks for your communication and prompt service. I have recommended your company to my friends. Excellent customer service. **July 2010**

Many thanks- order arrived this morning-will be ordering again soon for my family- My daughter left yesterday with one similar and we couldn't believe how light they are even when filled with children's paraphernalia- a whole kilo under the normal baggage allowance!! **July 2010**

Thank you for your speedy reply **July 2010**

Hi, delivered yesterday! Thank you very much for all your help. Much appreciated. **June 2010**

Thanks very much, I appreciate your fast response **June 2010**

Just to let you know the case arrived safe and sound this morning - Thank you so much for your help. **June 2010**

Thank you so much for your extremely prompt reply to my e-mail enquiry. I am sure my sister will be delighted with the outcome. Many thanks once again for your most efficient service. **May 2010**

Thank you for your prompt service look forward to ordering again in the future **May 2010**

I just received my suitcase light weight and thrilled at the product, it's really hard to believe how light weight it is, I would like to recommend this item as lightest which is very practical for disabled person like me. With your permission if can I put your website link in our newspaper for disabled people. Again thank you for fast service to be delivered **April 2010**

Many thanks for such a quick reply. **April 2010**

The holdall arrived today and all is good. Thank you again for all your help and support **April 2010**

Excellent service **April 2010**

Thank you very much Super quick service ☺ **April 2010**

Thanks again for all your help **April 2010**

Many Thanks, Excellent service. Look forward to receiving the item. **April 2010**

Thank you so much for your help. It's nice to know there is someone there when things go wrong. **April 2010**

Thank you very much indeed for all your help! **April 2010**

Received today very pleased Thank You **March 2010**

Many thanks, the cases arrived yesterday! We are pleased with the cases and the service. **March 2010**

Thank you so much for that instant reply!! I am very impressed!! **March 2010**

Thanks for your quick delivery. I am very pleased with my suitcase **March 2010**

Thanks for your communication and prompt service. I actually received the goods before this email was sent. **March 2010**

Send us your comments to [support@bagsetc.co.uk](mailto:support@bagsetc.co.uk)

