

bfa
FULL MEMBER

An overview of our

UK FRANCHISE OPPORTUNITIES

PACK SEND®



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 Full 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.

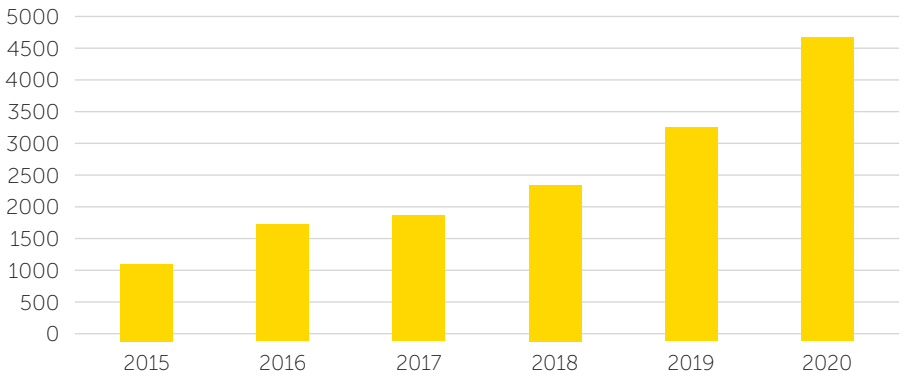
This confidence is such that we will guarantee a set number of qualified sales leads for a new franchisee in their first year. If we fail to deliver on these then we will compensate the franchisee financially for the lost profit in any shortfall of leads.

T: +44 (0)118 958 4628 E: franchises@packsend.co.uk

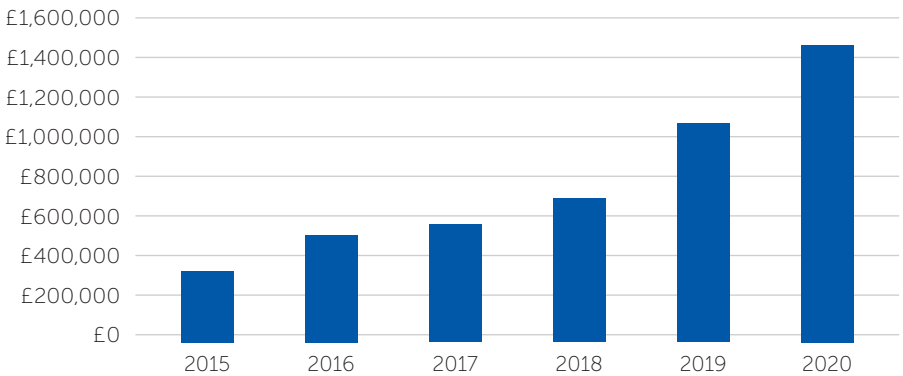
The PACK & SEND Trading Model

- 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



T: +44 (0)118 958 4628 E: franchises@packsend.co.uk



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
- Online Enquiries
- Local Marketing
- Business Outreach
- Referrals
- 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

Summary Financial Information

The following information is based on the management accounts for the financial year to end March 2021 for 13 of PACK & SEND's 17 service centres trading that year. Those service centres excluded had been trading for less than 12 months (Hall Green & Glasgow) and two service centres for whom year end accounts were not available at the time of producing the data (Cambridge and Leeds North).

Average Revenue per Franchisee	£339,000
Average Gross Margin per Franchisee	67%
Average EBITDA per Franchisee	£44,000
Average Annual Earnings per Franchisee	£79,500



Note: This information is based on Management Accounts supplied to PACK & SEND UK by our Franchisees. It is not a projection of what any one Franchisee will earn as the performance of any service centre is the result of the Franchisees efforts and endeavours and how well they operate the PACK & SEND business system.

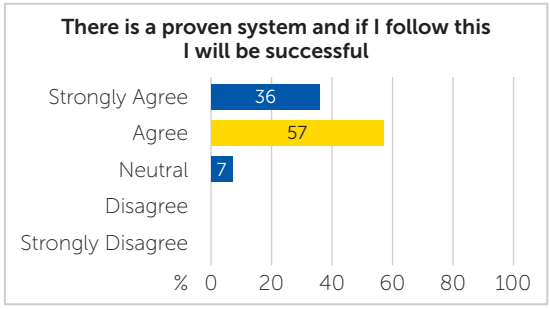


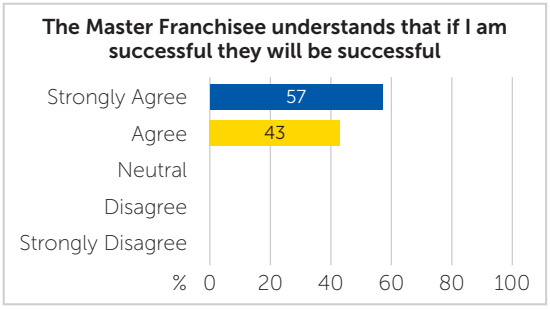
T: +44 (0)118 958 4628 E: franchises@packsend.co.uk

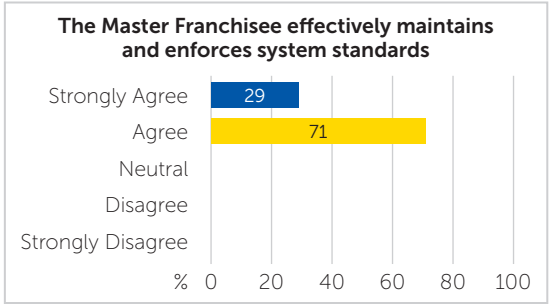

PACK SEND®
We Send Anywhere!
We Pack Anything!
020 8892 6990
@packsend.co.uk
PACK SEND
Art & Antiques
Computers & Electronics
For Ebay and Online
Excess Baggage
WE SEND
ANYWHERE
TO THE UK &
220 COUNTRIES
WORLDWIDE

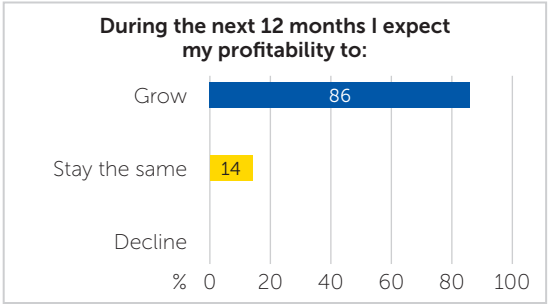
What our Franchisees think about us

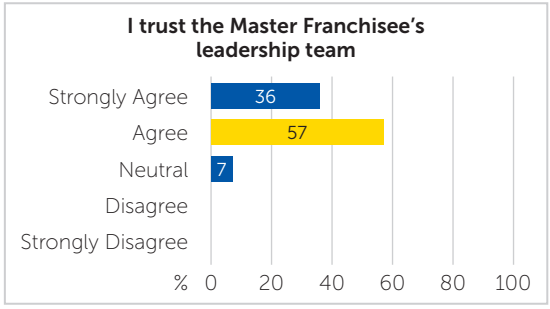
PACK & SEND commissioned an independent survey (carried out by the company Work Buzz and completed in March 2021) to measure the satisfaction of our Franchisees. All PACK & SEND Franchisees completed the survey in confidence and their responses to some of the key questions are shown below.

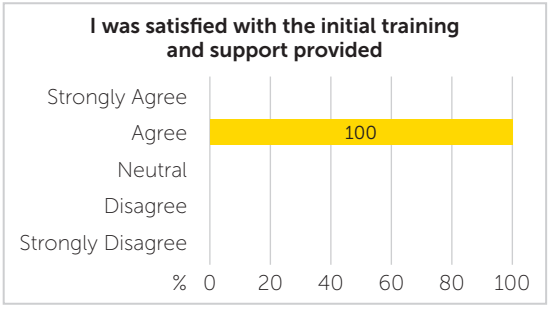






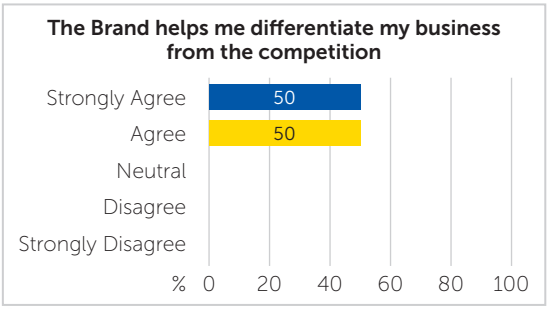


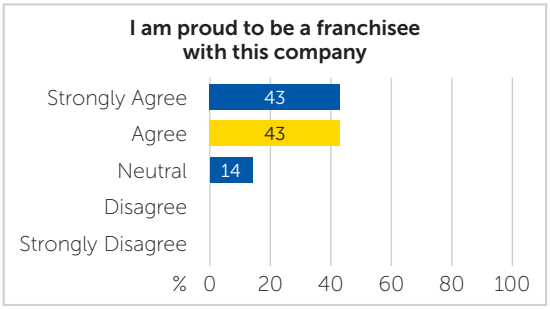


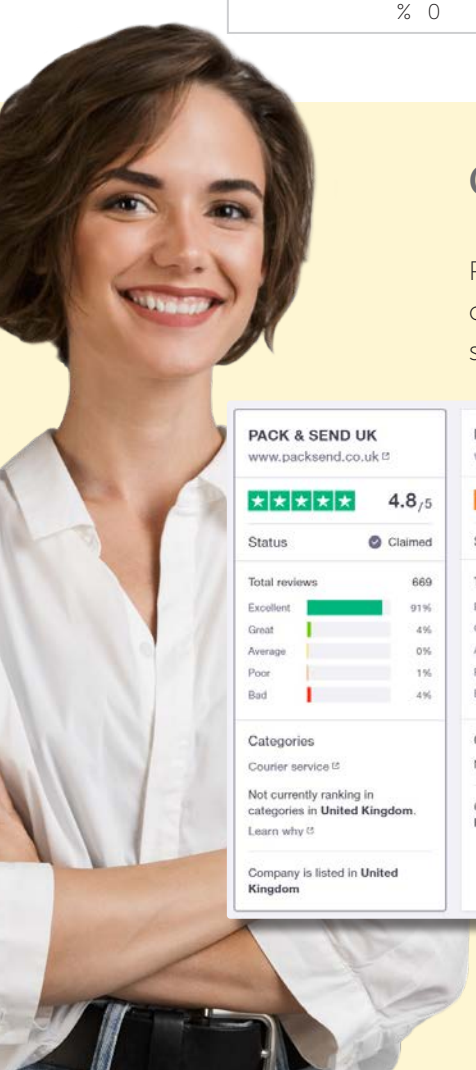




What our Franchisees think about us – continued

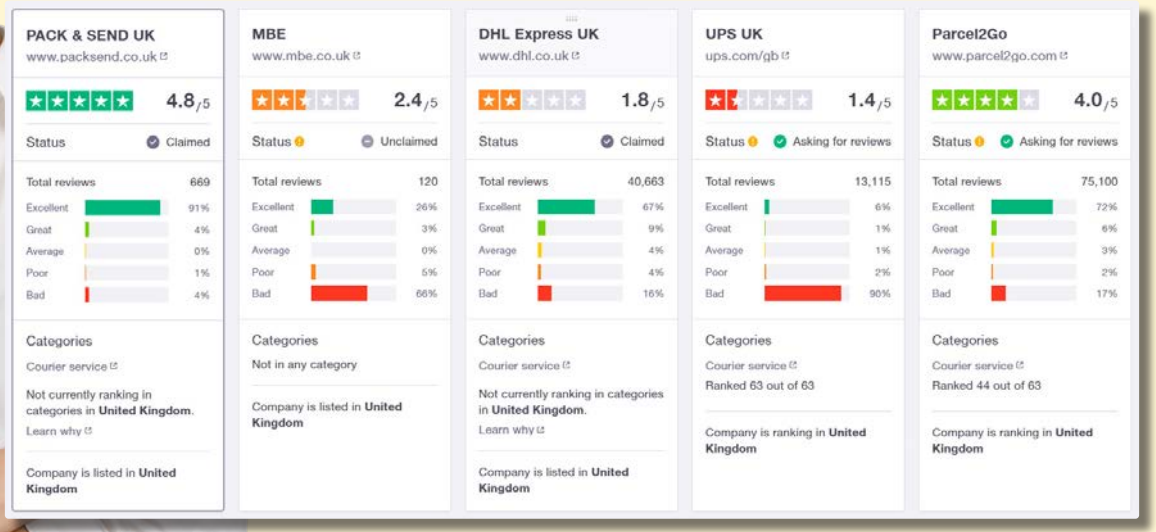






Customer Reputation

PACK & SEND has built an enviable reputation for delivering world class customer service and is ranks highest within its sector for customer service on the Trustpilot website.



As at March 2021

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

PACK & SEND UK Ltd
43-45 Milford Road, Reading RG1 8LG
T: +44 (0)118 958 4628 E: franchises@packsend.co.uk

www.packsend.co.uk