

"It's Personal"



About Us

Nightfreight offers a full range of services from single parcels to full supply chain solutions:

- Express delivery of small packages through to large or difficult to handle items, up to full or part pallets
- Delivery to home through our one or two man services
- Dedicated contract logistics

Nightfreight specialises in helping clients to solve their delivery problems.

The strength of Nightfreight's nationwide infrastructure enables us to offer a highly cost effective service across a full range of delivery options. We can do next day and three day delivery, home delivery (one and two man) and a dedicated contract logistics service.

Customers already enjoying these benefits range from major blue chip businesses to small independent (industrial) companies. Last year Nightfreight successfully delivered over 20 million items.

At Nightfreight - it's personal

Nightfreight isn't a faceless global operator – it's a highly focused UK business. We are big enough to provide a comprehensive range of nationwide services but small enough to provide high levels of personal customer care.

For example, Nightfreight still has local offices, run

by experienced staff, who have built strong, personal relationships with customers over the years.

As part of the 'Nightfreight customer service promise' all clients are given the names and contact details of the people looking after their freight. Our commitment is to respond to any concerns within just one hour.

The ethos of 'personal' customer care runs throughout every part of the Nightfreight business.



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Customer Service Commitment

Nightfreight Customer Care is all about strong relationships with our Customers. It is important to us that you are happy with the service you receive, which is why Nightfreight has local experienced teams dedicated to delivering excellent customer care.

We will endeavour to:

- Provide local contact between 8.00 am – 6.00 pm Monday - Friday
- Answer the telephone immediately
- Provide a verbal Proof of Delivery for all premium deliveries*
- Provide an online copy Proof of Delivery by 9.00 am the following day
- Update all Customers within one hour of the original call being received and the concern logged
- Deal with invoice concerns within one day

We will have:

- Local management empowered to take decisive action
- Have local knowledge of our customers' products
- Full customer consignment history recorded

All Nightfreight employees are committed to providing all our customers with excellent customer care.

We will call you periodically to discuss our service levels, however we welcome your feedback at any time.