

# Nustone paves way for success after signing with Palletways UK

# nustone



## Background

For 15 years, Nustone, an independent garden supplier of high-quality natural stone and porcelain paving products, has served tradespeople and delivered direct to consumers, to help create patio spaces for more than 100,000 customers across the UK.

## The brief

While Nustone experienced strong growth in recent years, an internal review found its use of several suppliers to get goods to consumers had led to a slightly disjointed service and improvements were recommended for its 'last mile' deliveries. It required a reliable logistics partner that could handle the fast-paced and high-volume nature of their business. Crucially, the supplier should deliver a punctual and high-quality service with excellent levels of customer service.

## Solution

Palletways UK has been recruited to handle Nustone's logistics requirements based on its ability to provide end customers with a two-hour delivery window.

Simon Colyer, Nustone's Operations Manager, said: "A cornerstone of Palletways UK's success and a key motivation for us to switch to the network is its ability to provide a two-hour delivery slot, branded with our logo. We pride ourselves on our excellent customer service and providing our customers with an accurate delivery window enhances our reputation.

"We awarded the account to Palletways based on quality, service, price and experience. We have been instantly impressed with Palletways' outstanding service and customer care. Indeed our Trustpilot score for deliveries is currently up to around 97%-98% for its delivery times and services."

Palletways UK has already moved around 10,000 pallets for Nustone, delivering an average of seven trailers of stone paving a day – each carrying 20-30 pallets – to tradespeople and consumers with the flexibility to scale up to 11 or more trailers if required.

Damian Gilbertson, Palletways' UK Corporate Sales Director, added: "We worked closely with Nustone to analyse the business before we presented a tailored solution to further enhance their operations and deliver value where it counts.

"Our consistently excellent delivery service throughout the UK, technology that can provide Nustone's customers with a two-hour delivery slot and being able to scale up or down in line with seasonal peaks will help Nustone achieve greater success."

for more information

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