



Case Study



Limitless Digital



Problem

Limitless Digital Group are a multi-brand bathroom and heating retailer with a product range of over 20,000 items. Enjoying an exceptional reputation across the UK, the company are keen to uphold their growing reputation for quality and professionalism.

However, having worked with several other local distributors – the company had run into some problems. As a result of poor transportation and distribution, customer feedback indicated that items had been delivered broken or faulty, negatively impacting customer satisfaction and reputation, so a solution was sought.

Solution

Since 2009, Fagan & Whalley has been the main UK distributor of Best Heating and Big Bathroom Shop, two Limitless Digital brands. Thanks to our careful distribution process and highly skilled drivers, the number of damages reported by customers dropped significantly within weeks of our partnership. This has helped the company receive excellent Trustpilot reviews, increase consumer trust and encourage repeat business.

During the pandemic, business for Limitless Digital increased by up to 60%, but because of our extensive distribution network and transportation capabilities, the company were able to meet this increased demand with ease.

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Fagan & Whalley is a great local company which employs a great team of people, who always work with us to resolve any issues whenever they crop up. Their communication with our teams is brilliant, and they'll regularly come to us with suggestions for how our processes can be improved, many of which we have implemented with great success.

Andy Carr

How Fagan & Whalley can help grow your business

For almost 100 years, we have provided transport, distribution, and BRCGS (BRC) warehousing services to clients nationwide. As a result, no matter what logistic difficulties you're facing right now – we're almost certain we'll be able to help. With multiple warehouses and a nationwide distribution network, we can help you extend your reach across the UK whilst giving you the peace of mind that the integrity and quality of your products are kept intact.

Whether you've outgrown your current warehousing provider or distributor, or are having difficulty finding one that matches your requirements, we'd love to hear from you. By partnering with Fagan & Whalley, you'll be joining hundreds of satisfied clients in knowing that a trusted, reliable and qualified partner handles your logistics needs.

Get in touch

If you'd like to know more about any of our services, call our friendly team on **01282 771983** to find out more about our services – they'll be happy to help!



Fagan & Whalley