

Once a customer, Always a customer.

AT FARROW, WE'RE PROUD OF OUR TRACK RECORD

Each year, Farrow surveys our clients, with a view to measuring their satisfaction, as well as to determine areas for improvement. The results surprise us sometimes! Here's a snapshot of our 2022 survey results:

Methodology: Online using electronic survey software.

LONGEVITY

68% of our clients have been with us for more than 5 years.



SPEED

73% said Farrow responds "promptly" to all of their calls. 88% said their clearance times are "prompt" or "somewhat prompt".



TIMELINESS

79% of customers indicated they get a response to their call immediately, or within one hour.

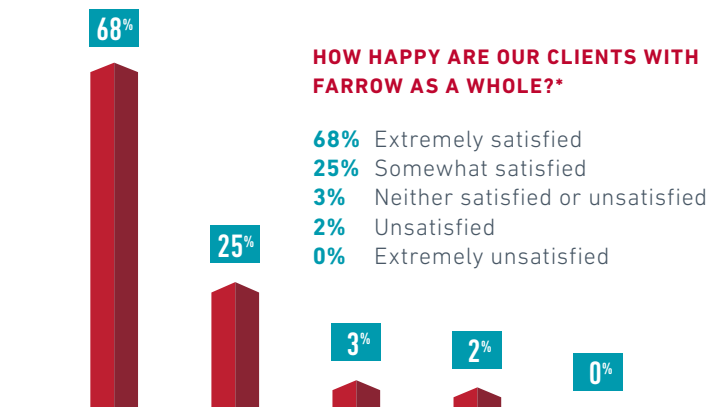


RESPONSE RATE

Significantly above industry standards for surveys.



91%
Said they were likely, or somewhat likely to recommend us.



* Which means 93% of clients who responded to our survey are either extremely or somewhat satisfied with Farrow as a whole!

As part of our Client Satisfaction Survey, we ask clients to provide comments – here are some which provide an example of the type of service you can expect when working with Farrow to streamline your supply chain.

In response to the question: *Do you have other suggestions for improving our products or services?*

A: You are constantly improving, so just keep doing what you're doing!

A: Nothing at this time.

A: Keep the service up!

A: Keep up the good work.

In response to the question: *Do you have any other comments about how we can improve farrow.com?*

A: Have always had excellent service throughout our 20 year relationship!

A: Keep up the good work!

OUR SERVICES

- Canadian and U.S. Customs Brokerage & Consulting
- Freight Forwarding
- Parcel Delivery and LTL Shipping
- Transport and Express Shipping
- Warehousing and Pick & Pack Solutions

OUR CUSTOMS EXPERTISE

Moving goods through customs without delays takes expertise and reliability. We help clients adapt in the constantly changing world of customs and international trade to keep them ahead of the competition.

How can Farrow help you?

Let our certified customs brokers and shipping agents ensure your business meets Canadian and U.S. customs clearance and trade compliance.



Call 1.519.252.4415 to speak to a Farrow representative today.

