

"Great customer service and really quick solution! Thank you very much and I will be spreading the word to my friends who live and work overseas."

Pamela Baze - District of Columbia, USA - 19th March 2014

"Thank you...Service worked out great for Mr T. I'm sure he will use it again."

Donna Ercolano (PA to Mr T) - New York, USA - 19th March 2014

"I would just like to thank you for your efficient service in transporting our luggage from Sydney to Kirkintilloch. Luggage arrived well within the timescale specified."

David Tinto - Glasgow, UK - 11th March 2014

"I would like to thank you for being so efficient and helpful. My wedding hat has arrived safely in Australia and i will be recommending First Luggage as you were the only haulage company that didn't make a big problem about customs and sorted all the necessary forms out for me. A big Thank you!"

Cathy Coyne - Nether Whitacre, UK - 25th February 2014

"Thank you for the very efficient service."

Terrence Clarke - Bath, UK - 13th February 2014

"Thank you very much for your services, excellent as usual. All the best, Isabella Gnecci."

Isabella Gnecci - Milan, Italy - 13th February 2014

"Mrs T would like you to know that she was delighted with the service of First Luggage. The organisation of the pickup from Mumbai and delivery to London was seamless and the service excellent. She will certainly be using you again and will definitely be recommending your service to her friends. Thank you."

Jaki, PA to Mrs T - 10th February 2014

"Many thanks for confirming delivery of our clients luggage. Your service has been excellent, I look forward to using your company again."

Rob - Global Airport Concierge, UK - 7th February 2014

"The skis have indeed arrived safely and I am very pleased with the service from First Luggage."

John Boyd - London, UK - 4th February 2014

"When people receive bad customer service there always quick to complain but it's very rare we hear about great customer service so I felt I needed to send this email as my parents received from First Luggage the highest standard any one could give. My Parents flew back from your Riu Paraiso Lanzarote Resort on the 8th December, they had a fantastic time and will be returning later in the year. It wasn't till they got home that they realised they had left a

mobile phone in the resort. My mum instantly went into her local travel agent to which she booked the holiday with and was told that she may as well ring the phone off as she wouldn't be getting it back, needless to say I myself was furious with the treatment she had received and recommended she contacted yourselves. My mum then contacted First Luggage who were very friendly and willing to help. They called and sent an email to the hotel and within a few days a gentleman from First Luggage contacted her saying they had the phone and would return it back to her. My mum can't remember the gentleman's name but he was in constant contact with her until the phone was back. He called at least once a day with an update. I would be most grateful if you could pass on my sincere gratitude to all who helped and especially the gentleman in resort office as he went on and above his duties and is definitely a credit to your company. As a result of this outstanding customer service I will be definitely be recommending First Luggage...to all my family and friends. Once again thank you"

Mr And Mrs McNeil - Doncaster, UK - 28th January 2014

"Thank you for your usual swift and efficient service! All my friends now know not to lug cases around the country, on and off trains or be overweight at an airport - Just use First Luggage I tell them!! Incidentally sending a case with you was much cheaper than trying to send parcels of clothes via post or package post."

Barbara Nichols - Sharow, UK - 25th January 2014

"All has arrived safely and we are highly impressed with your excellent service. Many thanks."

David Englefield - Monte Carlo, Monaco - 22nd January 2014

"Just wanted to let you know that we were very impressed with the service we have received from 'First Luggage'. As well as being efficient - Mary's cases arrived a couple of hours after she did today; the people we have spoken to have all been helpful and polite. We have recommended you to the other students she knows that will be returning from USA in May/June. Thank you."

Lisa Glavin - Romford, UK - 18th January 2014

"I'd like to thank First Luggage for a great service. From the great price to helping me with paperwork and the speedy pick up and delivery of my belongings. They are a great company and I have already been recommending them to other travellers."

Liam Snook - Preston, UK - 14th January 2014

"I just wanted to drop you a line to say how impressed I am with the service from First Luggage. This is the second time I've used your services in the last 6 months and each time it's been so efficient. It's lovely to arrive at your destination and find your suitcase waiting for you in the room. It certainly makes life easier at the airports with less bags to carry. I will definitely be using you again and have already started recommending you to friends and family. Many thanks to all of the team for their help."

Sally Keyte - Worcester, UK - 8th January 2014

"Thanks for your help. It is greatly appreciated. We will use your service again next year. It has been fantastic. I have been delighted with every aspect of the service."

Andrea Richardson - London, UK - 8th January 2014

"First Luggage changed a desperate situation into a very pleasant experience for me. The first thing that struck me was the friendliness and efficiency of the staff. I felt immediately in good hands and knew that my suitcase would finally find its way home again. The excellent service and the competence of the staff are an important tool for the company's success. I never felt left alone, you never failed to inform me what was going on. I will gladly recommend you to all my family, friends and customers. Thank you for all your help and wishing you all the best for the future."

Inge Brown-Zeimers - Mojacar/Almeria, Spain - 3rd January 2014

"Thank you so much , It was a great experience. I will recommend your services to my friends. Thank you kindly for all your help and congratulations on all your great work. Happy New Year."

Maria Bravo - Marbella, Spain - 27th December 2013

"Just to say- what a phenomenal service. Many thanks- you saved my Christmas."

Michael Goss - Milton Keynes, UK - 27th December 2013

"Enjoy it!!!! It was wonderful! With my Mother and wheelchair I would NEVER have managed! Everything has arrived safe and intact. I would recommend the service to anyone. Thank you again. Happy customer"

Elizabeth Sutherland - London, UK - 16th December 2013

"Many thanks, for your once again brilliant service. Good to know the case is there. I was impressed with First Luggage when I used them for the first time two years ago and you are all very helpful on the phone. I have recommended you to friends"

Jan Rees - Sidmouth, UK - 19th November 2013

"Thank you so much. Fast and simple"

Michael Berendt - London, UK - 14th November 2013

"Thank you for your great service"

Margaret Rodger - Aberdeen, UK - 14th November 2013

"Thank you very much! We couldn't be happier with the excellent service you provide. We love the great service we receive from First Luggage! Your hard work is very much appreciated by your customers! Very nicely done!"

Jane Cassaro - Illinois, USA - 12th November 2013

"Many thanks for the great service. We will do this more often now we see that it works so well."

Varsha Rea - California, USA - 29th October 2013

"Dear First Luggage, What an excellent service you provide, my case left the USA on Friday and arrived back in the UK, today, Tuesday. I am so impressed by your professionalism, always there to help on the end of the phone if needed, i.e help with filling in the customs form, as well as arranging to collect my case a day earlier in the US at short notice.

Thank you First Luggage, I shall be using your service in the UK as well as abroad."

Jan Larkworthy - Budleigh Salterton, UK - 23rd October 2013

"Thank you for all your help and excellent service! My case (as you know) has arrived safely and I'm extremely grateful for everything you have done to help. I will be sure to recommend and use your company again through out my stay in Germany over the coming year. Many, many thanks

Harriet Rainford - St Helens, UK - 17th October 2013

"Our luggage arrived today!! We were so happy and surprised it got back home so quickly. Thank you for such great service and when we next travel abroad, we will be using First Luggage to get our excess luggage to our destination."

Tina Ciecimirski - Connecticut, USA - 8th October 2013

"I will heartily recommend your company to both family and friends following the exceptional service that I received. Thank you to all involved, it was a pleasure doing business with you."

Anne Dalton - Perth, Australia - 3rd October 2013

"Many thanks and thank you for making sure the bag was delivered in time at Ackergill!"

Tina Ciecimirski - Connecticut, USA - 2nd October 2013

"Absolutely amazing! I've confirmed with my friends in Ireland and it's arrived. I have shared your page on face book and will be telling all family and friends about your service. Not only was it cheap and unbelievably fast, you have emailed and called every step of the way. I have never ever received service like this in any industry. I will absolutely be using you again should i need such a service. The CEO should be completely wrapped with the service and quality of people you have working at first class luggage. Thank you again."

Kelly Pride - Dublin, Ireland - 26th September 2013

"I arrived at the Marriott in Hamburg yesterday to find my suitcase carefully stored in my room. From beginning to end it was a pleasure to deal with you. Everything was simple and reliable and now that I know the system, easy to do. I will recommend you whenever I can. Many thanks"

Sonia Thomashausen - Paris, France - 21st September 2013

"Thank you for delivering our luggage both to Glasgow and back home again it was very quick and arrived back in great condition - There were several people in the hotel who noticed the labels as we were leaving and I have said what a fantastic job you had done and given them all your details and the same on the return of my luggage I have recommended you to all my neighbours and friends so hopefully you should get some good business from them. Thank you once again for a brilliant job - and only wish I had done this sooner - why have the hassle of lugging suitcases all over the place when you do it so efficiently. Thank you once again and I will contact you the next holiday we book."

Janet Addison - Congleton, UK - 14th September 2013

"I just wanted to say a big thanks to the whole team who rescued my luggage after our trip to Sardinia. The whole thing would have gone like clockwork if I hadn't put some perfume in my case by accident but you managed to get my luggage back with the minimum of fuss and for that I am really grateful so once again thanks to all the team"

John Lawson - London, UK - 12th September 2013

"Just wanted to let you know that my suitcase was whizzed back to the office last Wednesday! Very impressed! Excellent service."

Lindsay Nicholson - Editorial Director, Good Housekeeping - 2nd September 2013

"I have been using the First Luggage service for more than four years (for travel to Europe, the US and Australia) and have always been impressed in all my dealings with their friendly, efficient and truly professional staff. The service itself is a massive boon to me and my family, as we have 3 young children and invariably find ourselves with more bags than we can easily manage! First Luggage provides fast, reliable and safe transport of our personal belongings and takes a lot of the stress out of international and long-haul travel. On the very rare occasion where there has been a hold-up, the staff at First Luggage have acted immediately - liaising with third-parties to find a solution and communicating updates to us regularly. I cannot imagine travelling internationally without First Luggage!"

Salish Donald - London, UK - 21st August 2013

"I will never travel with luggage again thanks to your company!! I have a terrible back problem and I find travelling troublesome and haven't travelled aboard for the last 2 years. I found out about First Luggage in a recent newspaper article and they certainly did exactly as promised by taking the hassle out of travelling!! I am absolutely delighted to have found out about First Luggage as you have opened the doors for me to travel again...thank you so much!"

Susan Nichols - Nottingham, UK - 21st August 2013

"Thank you for providing an excellent service! All the staff were extremely helpful and the service worked out perfectly. I was happy with paying the full price as the airlines were charging double what First Luggage charge and the lady on the bookings team told me I qualified for a student discount, which was an added bonus!"

Conchur McCorry - Belfast, Northern Ireland - 20th August 2013

"Great service! Lovely staff! I will be using First Luggage again and recommend to all..."

Richard Fundell - London, UK - 15th August 2013

"Thank you for a great service! You really took the hassle out of travelling and was the perfect solution to my problems. Being a student, I accumulated a number things whilst studying in Cambridge and really didn't want to have to take books etc. with me whilst travelling Europe! I will be recommending your services to everyone I know, especially students who need this service! Thanks again!"

Michael Fassett - New York, USA - 3rd August 2013

"Thank you for the efficient service. This is the first time I have used your services and will definitely use you again for my next holiday!"

David Mathewson - Birmingham, UK - 24th July 2013

"First Luggage turned what was a stressful situation into a very simple one. The telephone staff were very helpful and pleasant and the speed at which my bag was transported from abroad right to my front door defied the minimal price required for the service. Would definitely use again"

Harry Fell - London, UK - 10th July 2013

"What a pleasure to deal with a company that is so organised, highly efficient and the nicest people!"

Ginger Mason - California, USA - 3rd July 2013

"Hi guys, just wanted to say a BIG thanks to you all. My bags arrived today in Poole from Dubai as promised. Thanks again for all your help, I will definitely use your services again."

Calum Cameron - Poole, UK - 25th June 2013

"Thank you very much for your excellent service. It is a pleasure to deal with your Company"

Nikki - Nice, France - 12th June 2013

"I LOVE First Luggage, will tell all my friends"

Edward Russell - Singapore - 4th June 2013

"I would just like to thank you for your assistance in the transfer of my luggage to the USA. It arrived in good order and everything worked out just as you had said. I am very thankful for your support and advice. I hope to make use of First Luggage's services again in the near future!"

Ilonka Jonker - London, UK - 30th May 2013

"I just wanted to say thank you to all the staff who helped organise my bag being sent from Australia. Awesome customer service & I would highly recommend your company. Thanks again"

Rebecca Parker - Great Yarmouth, UK - 29th May 2013

"Thank you the service was excellent"

Rod Evans - Neath, UK - 30th April 2013

"Thank you for the safe delivery of our luggage to Seabourn Spirit in Barcelona... you do offer an excellent service. Again our thanks, Chris and Elizabeth Riley"

Mr Chris Riley - Newark, UK - 29th April 2013

"The luggage service was excellent. Our golf clubs awaited us as we arrived at the hotel in America and were returned home in 3 days. Many thanks for your good service. We will certainly recommend you to others"

Janice Stockham - Clavering, UK - 26th April 2013

"I have been most impressed with the first luggage service and will recommend you to friends etc"

Graham West - High Wycombe, UK - 23rd April 2013

"Many thanks to you All at First Luggage for the excellent service that you give"

Lady M - UK - 10th April 2013

"Thanks very much. It was a good experience"

Philip Hancock - Cornwall, UK - 20th March 2013

"Thank you so much... a truly brilliant service. The bag was here before we were! We will be using you to send everything back to the UK, for sure."

The Burtons - London, UK - 27th March 2013

"I would like to thank you for the efficient service we have always received from First Luggage. As a couple of OAP's who have both undergone major back surgery, your service means that we can travel widely without the worry of loading heavy baggage into cars, on and off carousels etc. Thank you."

Dr Peter Gordon - London, UK - 11th March 2013

"The boxes all arrived yesterday, well-packaged and safe, so thank you for the excellent service and the friendly and helpful interactions with First Luggage. First Luggage will definitely be my first choice for my next trans-oceanic move."

Rachel - Lausanne, Switzerland - 9th March 2013

"I will be recommending you to all my friends and colleagues. Having never moved a large quantity of belongings before I was apprehensive. All the team at First Luggage were extremely helpful, even when I was ringing about a

different question each day they were always happy to put my mind at rest. Your luggage is in safe hands with First Luggage and I look forward to using them again in the future."

Helen - London, UK - 7th March 2013

"Your dedication to a client's problem is commendable. I thank you for it and will keep you in mind for my next move. Again, thank you for your great work ethics. Kind regards, Jacqueline"

Jacqueline Laran - Texas, USA - 26th February 2013

"I must let you know that everything went perfectly, arriving in just 2 days! My brother and I are extremely impressed with the service and customer care and thank you very much indeed. We would certainly re-use should the necessity arise. Again, very many thanks! Anne Gold."

Anne Gold - Orpington, UK - 22nd February 2013

"You have done an outstanding job and I could not be happier with your service. I will definitely use your services when it comes to it at some point in the future. Thank you and best regards, Przemyslaw."

Przemyslaw Garbaczewski - Warsaw, Poland - 4th February 2013

"Dear First Luggage team, Thank you so much for the recent service provided - collection of my luggage from UK and delivery to US and reverse. Each booking was dealt with in a timely, professional and friendly manner. The communication from your office was excellent, especially the telephone calls for my return trip. The drivers for each leg of the collection and delivery were extremely courteous - thank you."

Mrs A H - Berkshire, UK - 30th January 2013

"Many thanks for your company's excellent service. Your company made the whole process very easy for me which was great. All the best Lucy."

Lucy Garthwaite - Perth, UK - 25th January 2013

"Thank you very much, everything was amazing, a very fast service, thank you for all your help, have already recommended you to several friends."

Laura-Ann Daly - Herts, UK - 17th January 2013

"Many thanks for the excellent service I feel 'First Luggage' provided for me in getting my luggage over to me here in Australia from the UK. I had been referred by a friend whose now living in Sydney and he'd been very happy with your service. My luggage got to me very quickly and in perfect condition. I would also like to praise the quality of your customer services. I have since recommended your company to family members and will undoubtedly be making you my first port of call for such business in future. A very satisfied customer - John"

John Tengende - Mount Isa, Australia - 15th January 2013

"We were delighted to use the service and look forward to using it again. It was such a pleasure to go through Heathrow airport with only a carryon and to find my luggage already at home."

Susan Jacobs - Philadelphia, USA - 11th January 2013

"Thank you so much for your excellent service in getting my parcel to Maun Botswana it arrived on the day that I landed to visit my son in Botswana. I will of course use you again in future and also recommend you to other people. Many thanks Sue Gray"

Sue Gray - London, UK - 31st December 2012

"We were so pleased with our experience using your service. My daughter had surgery just prior to her trip to London and we were very concerned with how she would manage her journey. We entrusted her luggage to you and hoped for the best. Well, the best was what we encountered. The luggage arrived even earlier than anticipated. We had such a wonderful experience that we shipped one of her suitcases home and again received excellent service. Thank you for making this part of her journey run so smoothly."

Barbara Hotchkiss - New Jersey, USA - 27th December 2012

"Hi First Luggage, I am just sending you a note to say THANK YOU :) What a brilliant service, I could not believe it when my luggage was already at the hotel when we arrived on Monday, WOW. I will definitely be recommending your services to anyone who is going away be it for pleasure or like us relocating to another country. All the best and a very happy Christmas."

Anita Barnett - Coulsdon, UK - 19th December 2012

"Guys, well done. Great service, good price, 'can do attitude', got there faster than expected, delivered in less than 3 days with a weekend in the middle. Wonderful, thanks to everyone involved."

Daniel Costantini - EmptyJets Limited, UK - 10th December 2012

"You have a superb organisation and it has been a pleasure to have you safely deliver our luggage to Italy ahead of our cruise again with Seabourn. I always enjoy tracking the forward motion via your website and finding the airports to and from which the pieces go. The planning of the route and setting up the links which tie up without fail is extremely impressive. What was also very welcome was to have a phone call last evening that delivery had taken place ahead of projected time. Altogether SPLENDID. So our thanks to you and your staff from both of us. Prof Christopher and Elizabeth Riley"

Prof Christopher Riley - Newark, UK - 1st December 2012

"Thank you for quicker than expected delivery and for your company's efficient and helpful service throughout. Much appreciated! I will use you again if the need arises."

Steve Mawer - Lincoln, UK - 27th November 2012

"Many thanks for the excellent service we received recently with transportation of equipment to Canada. Thanks again"

Charlie Brooks - Vancouver, Canada - 12th November 2012

"Thank you for an incredibly efficient service. My case arrived from Los Angeles amazingly quickly and the entire process could not have been easier."

Priscilla Tillman - London, UK - 6th November 2012

"My boxes arrived quickly and I am very, very happy about your support and service. I'll definitely advise First Luggage to all my colleagues! Thanks a lot!"

Giuseppe Improta - Vancouver, Canada - 5th November 2012

"I learned about the services First Luggage offers from the British Airways website, previous to this I was going to use a Freight company to move my consignment from the UK to US. Calling First Luggage was a blessing in disguise, the quote I received from the freight company was halved by First Luggage. The customer service I received was unprecedented and they delivered to what the promised - truly exceptional! I would definitely use their service again and will not hesitate to refer them to friends and family"

Bhavik Patel - Edgware, UK - 25th October 2012

"My sincere apologies - between everything that was going on in the US and all of the flight changes, I neglected to thank you for all of your assistance. The drying racks arrived in perfect condition before I returned to the UK, so I thank you very much. This definitely is a service we will wish to use, especially for when we might be bringing larger items with us or on our return flights, although it might not be the usual clothing items which most take. Thank you very much again - it worked beautifully and definitely was much better than the alternative of extra baggage at the airport."

JS - Berkshire UK - 19th October 2012

"Hello, I just wanted to say a big big thank you for all your help and service with helping to return our suitcase that we had left in Canada. It has arrived safely. We are so very pleased and will recommend you to anybody. Our case was back in 2 days, how amazing was that. Thank thank thank you!!!!!! You have saved us a giant headache."

Stefania Nyman - Swindon, UK - 12th October 2012

"I am very pleased as to how things went with my luggage and the 2 guitars. They arrived in the UK less than 48 (business) hours after being picked up. I would be happy to spread the word about your service - and especially the excellent customer care experience. Many thanks."

John Marshall - Burlington, Canada - 12th October 2012

"Thank you so much for your fantastic service. My daughter has confirmed the luggage has arrived early and safe and sound. We are very impressed with the service, professionalism, customer service and polite and speedy help with phone queries from all of the staff at your office. We will not hesitate to use your service again so many thanks again."

Yours faithfully, Peter and Louise Gilbert"

Mr P Gilbert - Wirral, UK - 9th October 2012

"I am back in the U.S. and am very pleased with the First Luggage service. Everything arrived safely and in good condition, and I couldn't be happier. As I've started to spread the word about your service amongst my friends, I hope you will be finding more bookings from Edinburgh in the near future. I would like to say a big THANK YOU! for your assistance with everything and look forward to booking with you again in the future."

Miss Aarti, North Carolina, USA - 4th October 2012

"I am delighted with your excellent service and shall have no hesitation in recommending you. Our friend inadvertently picked up the wrong bag in Paris en route to London and it needed to get back to its owner in Lille. It was impossible to contact any courier on Friday night and I emailed you more in hope than expectation. I was pleased to receive a reply on Saturday morning and we were able to arrange pick up on Sunday. The luggage arrived safely on the following Wednesday. I was very impressed with the service. I was told someone would call me at 9 am on Sunday to advise likely pick up time and sure enough, someone did, promising to pick up between 10 and 10.30. Someone did come in that time frame. Everything was so easy and ensured peace of mind for us and the person in Lille. Thank you very much indeed. Regards, Sian Lewis"

Sian Lewis - London, UK - 27th September 2012

"Many thanks for your first class service and communications. I Would recommend your services and will be using First Luggage again."

Geoffrey Smith - Colchester, UK - 19th September 2012

"Thank you for your great service. I will be contacting you again in October. You've made travelling a whole lot easier!"

Valerie Douglas - Kings Lynn, UK - 19th September 2012

"Many thanks for your first rate service, my shipment arrived today and all in good order. I will certainly use first luggage again for any future shipping. Kind regards - from a very happy & satisfied customer"

Anita Binns - Keighley, UK - 19th September 2012

"I have just returned to the office today and would like to thank you and the First Luggage team for a stress free and efficient service. I shall certainly be recommending your services to friends and family. Kind regards, Ian Orme"

Ian Orme - Aberdeen, UK - 17th September 2012

"I would like to thank you for your extraordinary service. I'm glad that I found about you from British Airways before my departure. Your service is really convenient and you were really honest and reliable. I received my luggage in a good condition with no hidden or extra fees. I hope that you remain providing the same great service and wish you best of

luck in your business. Many thanks for all of your employees. Kind regards, Raed Linjawi"

Raed Linjawi - London, UK - 6th September 2012

"Thank you - you guys handled everything perfectly even when we didn't do the paperwork right on our end - will definitely recommend to anyone that needs this type of service!!"

Kim Cramer - Michigan, USA - 24th August 2012

"That's excellent service once again and I thank you very much."

Morton Sosland - Missouri, USA - 16th August 2012

"Luggage has arrived and the service was fantastic! We will definitely use your service again! Thank you very much."

Tom Wiggins - California, USA - 7th August 2012

"Great service, thanks again."

Derek Matthews - Grand Cayman, Cayman Islands - 6th August 2012

"What can I say...A fantastic service from start to finish...and what speed. My case was picked up Tuesday 13.00hrs in Penicuik, UK and was delivered Friday 14.00hrs Sydney. Tuesday pickup to Friday delivery is amazing. I am about to post a message on my Facebook page about your company. Thanks to everyone involved with my assignment."

Ruth Hume - NSW, Australia - 30th July 2012

"Many thanks. My luggage arrived intact and very promptly, an hour after I arrived at my destination. Your company provided efficient and cheerful service door to door. Thank you, Barbara Galbraith"

Barbara Galbraith - London, UK - 21st July 2012

"Thanks for your company's excellent service. We are now back from Southampton and the case has been returned to our home address. Your representative in Southampton was first class. At the last moment P & O decided that the luggage would be off-loaded at the Hampshire Cricket Ground. You can imagine the chaos that followed as a result of this decision. It was something to do with the P & O 175 years celebration. However, your man came to the rescue by not only collecting the luggage but kindly delivering my wife and myself to our hotel in Southampton, without which we would have been stranded at Hampshire Cricket Ground. We can't think of a better service and would like to congratulate the staff of First Luggage. Kind regards, Peter"

Mr Armstrong - Gosforth, UK - 5th July 2012

"Hello! I would like to confirm that my shipment arrived on Tuesday. We appreciate your help, organization and competitive pricing and will definitely be using you again - We're so glad we found your service! Regards, Andrea"

Andrea Borg - Utah, USA - 5th July 2012

"A belated thank you to your team for answering my many questions and doing everything you said you would and delivering my sons snowboard back from the wilds of Canada. It all went according to plan and all the paperwork was spot on and no problems at all. Now that we know about you we would have no hesitation in recommending this service. Thanks again. Lynda Attwood"

Lynda Attwood - Kent, UK - 28th June 2012

"Dear First Luggage, as you probably know, the shipment arrived at its destination yesterday. I am very very pleased with your services. I have already recommended you to friends who travel often. I think people do need to find out about your services. I have met way too many people talking about their awful experience with moving companies. When I was asked how, when, how much, how long did it take? I was happy to tell them: just about a week from US to Europe, by air, insured, safe, custom clearance, door to door service + cheaper than expected for a big, quite a big load. I have recommended you to everyone I know. Thank you very much. You are doing a great job! Kind regards, Mihaela Buhaiciuc"

Mihaela Buhaiciuc - USA/Romania - 26th June 2012

"Dear First luggage, Thank you very much. Yes my suitcase was delivered safely. I really loved your service and would love to use you again for my Christmas trip to the UK. Finally I've found an easier way to travel alone with a toddler! Changing terminals in London after a long haul flight used to be a nightmare with strollers, suitcases etc as well as a shattered two year old. Not any more with thanks to First Luggage! Many thanks, Barbara"

Barbara Begg - Singapore - 22nd June 2012

"Just wanted to say what a good service this was. Everything was clearly explained when I made the booking, the documents and instructions which were sent were also very clear and the ability to track the delivery was very reassuring. Our bag was delivered to our holiday destination well in time. Now all we have to do is get there safely ourselves! Kind regards, Amanda Wiggins"

Amanda Wiggins - Gosmore, UK - 12th June 2012

"Yes, I did get the luggage - which was AMAZING considering it was picked up in Paris on Friday and delivered to Boston on Monday!!! This has been a great experience - everyone that I have come in contact with at your company has been wonderful. I'll highly recommend you and use you again in the future! Thanks so much! Laura Barr."

Laura Barr - Boston, USA - 6th June 2012

"Thank you, a very efficient service and we do recommend you to our clients and friends."

Susie Worthy - NoteWorthy Events, Winner of Top Travel Specialist Award - London, UK - 13th May 2012

"As you can see our luggage arrived home before we did which was brilliant!! I must admit to being worried having never used this service before but have to say that you have done exceedingly well and I will definitely use it again."

Thanks for all of your help and support, Best Regards, Jim"

Jim Reddy - Ascot, UK - 11th May 2012

"I am absolutely thrilled with the service you gave. My luggage was picked up last Thursday in Miami and arrived in London on Monday (as you know!). Without any doubt, I shall use First Luggage again and will tell my friends about it. Any contact I had with you was dealt with courteously and efficiently. It was a pleasure to use your services. Kind regards Carol Gilbert"

Carol Gilbert - London, UK - 30th April 2012

"The 2 cases have just arrived!! Excellent service, all intact and ready to wash!! Many thanks for the way your company has dealt with our requests - my wife and I are absolutely delighted and will sing your company's praises far and wide. Regards, Peter Cain"

Peter Cain - Lancashire, UK - 30th April 2012

"Just this little mail to tell you that my suitcase just arrived home. In fact it was already here on Thursday 12th but we were still in the USA so FedEx delivered it today again. I would like to thank you very much. This is a great service, from the beginning to the end (yesterday one of your employee called to ask if the luggage has arrived). Be assured that if needed I will again use your service and nobody else. Again thank you very much and best regards, Sandrine Spinass"

Sandrine Spinass - Embrach, Switzerland - 17th April 2012

"I just wanted to write and tell you how impressed I have been with the service I received from First Luggage. From my very first phone call (and a number of subsequent calls to make a couple of changes and enquiries), I have only ever received courteous, helpful and friendly responses from your very professional staff, all of whom are very knowledgeable about First Luggage's business. The changes I made to my booking were carried out to the letter and the cases (all five of them) arrived bang on time and without any kind of hitch or damage. I would recommend the seamless service that First Luggage provide to anyone needing or wanting to get their luggage moved from A to B. Kind regards, Claire"

Claire - Greenoch, UK - 6th April 2012

"Another great service from both collection and delivery points. Many thanks for such a wonderful service."

O Bermbach - 16th March 2012

"Thank you for your services on delivering my bag, I was very impressed with your efficient service and have recommended yourselves to a friend of mine. Thanks again, Danielle."

Danielle Daisley - London, UK - 14th March 2012

"I'm writing to congratulate you on your fantastic service. I have never had to send unattended luggage to the U.S. before but I spoke to First Luggage they advised me every step of the way. In fact, the FedEx delivery driver was amazed at the efficiency of the required & completed paperwork & he took a copy of your info sheets to show his boss how well you have prepared your customers, as an example for others. My husband was amazed to receive his luggage (in Las Vegas) on the day after it was collected from me (in Surrey, England). Thank you, I have already recommended your service to friends. It can be convenient for a business to operate purely on-line but I have to say that talking to First Luggage & having them guide me on the phone gave a personal touch that I would not have had otherwise."

Amanda - Surrey, UK - 27th February 2012

"I just wanted to say a very big thank you for the service you provided us with - it worked absolutely like clockwork. I was really impressed even before we left, that you arranged a dedicated collection (I don't think I've ever been so stressed as on that last day in the UK so that really helped). The luggage cleared customs flawlessly and when they arrived, everything was absolutely immaculate - as it was packed. We've been able to simply unpack and use - no need to wash bedding again or anything. I will always mention your service to anyone it would serve well. I really can't thank you enough for your help when we needed it the most. Kindest regards, Rachel.

Rachel Tipper - Brisbane, Australia - 24th February 2012

"We are very happy with the service of your company and sending the package from South Africa to Belgium went without any problem. We will definitely use First Luggage again for such jobs in the future and already recommended you to our friends. Thank you"

Hilde Van Schuerbeek - Affligem, Belgium - 26th January 2012

"Thanks for your support and excellent customer service accorded to me. As I informed you, I was introduced to your company via a BA staff and I must confess that your company provided an excellent service. From a personal experience through my interaction with you, you resolved all enquiries, anxieties and the many questions I had brilliantly. Your personal self, at different times allayed my fears and gave me resounding assurance and wonderful confidence that my luggage will be well taken care of. You exhibited a skill (communication) rarely displayed by most customer service oriented company - You were patient with me and you did listened to me. At every time you communicated with me, you gave me your complete attention in a calming mannerism. You returned my phone calls and also assured me that I should not hesitate to contact if I need any additional information. You also asked me at the end of the interactions if you had met all my demands and you were readily available for further assistance. And of course you did. Please keep up the good work, and as we say here in US, "Good job!!!!" I'll definitely patronise your company again and would also recommend you to everyone I know who desires such service. Thanks, Margaret Thomas"

Margaret Thomas - London, UK - 16th January 2012

"I would like to say a big thank you for the help last week to get the luggage away so quick.. I know many people don't think of saying thanks but cheers, also on recommendation I will recommend you and the company very very highly.. You made this very easy and hassle free.. Big thanks, Andrew Christy a big fan..."

Andrew Christy - London, UK - 1st November 2011

"Thank you to First Luggage. As always, your wonderful service exceeded expectations - you answered my questions in a timely manner and the bag was delivered in advance of our arrival, and returned home safe and sound. We just love your service and will not hesitate to use First Luggage again! Thank you again!"

Joanne Wallace - Philadelphia, USA - 18th October 2011

"Good evening from Crieff in Scotland. I would simply like to pass our thanks to all who helped me to consider your service, who handled the booking, answered my questions and who engineered the safe delivery of our suitcase from Honolulu to Crieff. Iain Maclean"

Iain Maclean - Crieff, Scotland - 5th October 2011

"Just a note to say thank you very much to First Luggage for providing such an excellent service. The bag we sent from Mallorca back to England arrived last Wednesday (two days early). We shall be using your company again and will recommend the service you provide to our friends. Best wishes Jonathan"

Jonathan Pedley - Surrey, UK - 5th September 2011

"Overweight baggage London to Bangkok : First Luggage saved our lives with their excellent and efficient service. From initial phone call to final delivery we had personal service with no question unanswered. Final result was excellent and the cost very reasonable. Highly Recommended."

Derek Hewson - Bangkok, Thailand - 31st August 2011

"The service is first rate. I couldn't be more impressed! I can see your model replacing the need to haul luggage to and from the airport, choosing oversize taxi's and hire cars to transport luggage not passengers and more importantly providing a stress free journey."

Joe Stelzer - London, UK - 2nd August 2011

"Dear First Luggage, I feel I should write to express my delight in your service. Your staff have been extremely helpful and polite, and for the quality of service I am receiving, the price is miraculous. A returned phone call to my home on Sunday afternoon was not what I was expecting to my out of hours enquiry. This is service beyond the call of duty, and I am very appreciative that my concerns have now been completely taken care of. Yours with best regards, Philip Thompson."

Philip Thompson - Preston, UK - 31st July 2011

"Thank you so much for excellent service! My suitcase arrived safely and quickly from London to Seattle. Your service is the best. Many Thanks"

Ann King - Washington, UK - 25th June 2011

"I am writing these few lines to say thank you for your prompt attention and most excellent speedy service. I shall not hesitate to recommend First Luggage Ltd. Thank you very much."

MH - UK - 21st June 2011

"Just wanted to say a quick thank you for the wonderful service when sending my case to Virginia, it was picked up the day before I was to travel and was delivered the very next day to Virginia. Thank you so very much I am looking forward to using you services again."

Mark Hosbrough - Manchester, UK - 20th May 2011

"Thank you for the service I received - really and truly, this has been one of the best experiences I have ever had with any company and you have been remarkable throughout. My sincere thanks again, all the best."

Anonymous - London, UK - 7th May 2011

"It has been such a pleasure to deal with First Luggage. You are responsive, efficient, professional and kind. . . . and follow through in each of these areas; a combination one rarely finds in customer service in today's world. We will continue to utilize your services and would highly recommend your system to anyone."

Patt Cancannon - California, USA - 5th April 2011

"Thank you for the excellent service for the delivery of our luggage. From collection to delivery you really made it work hassle free! I will certainly use you again and recommend the service to all my friends and family. Thanks again, Mr Mike Langley"

Mr Mike Langley - New York, USA - 21st March 2011

"Absolutely fantastic service! I always have business related travels and want to get through the airport rush without hassle - one of which is waiting at the carousel for my luggage only having to then wait in a long queue at passport control! Shipping my luggage ahead has made my life a lot easier as I was the first through passport control and the first out of the airport! When I arrived at my hotel, my luggage was waiting in my room. I couldn't ask for a better service than the one you have provided! I will be using you service every time I travel. Best wishes, Mr Benton"

Mr J Benton - London, UK - 14th March 2011

"The golf clubs arrived this morning in one piece. I would just like to say thank you for your quick responses and help with this delivery, you certainly took the hassle out of it and we were comforted that you were overseeing DHL. This is the first time we have used your services and based on this experience I have no doubt we will be using your services

again. Regards, John Grosvenor"

John Grosvenor - Bucks, UK - 9th March 2011

"Thank you to all the staff at First Luggage for their great customer focused service. This is the first time I have travelled in the last 5 years, due to disability and was only possible thanks to the First Luggage service. I am truly touched by the way you have transported my personal belongings for my holiday and am grateful that there is a service like yours available. In the build up to the holiday I was very nervous about travelling, but when I had a call from one of your staff to tell me that my luggage was at the hotel, I was very pleased. Not having to worry about the luggage, I got through the airport with almost no hassle and have decided now to plan my next holiday, for next year! Thank you for making this possible! Kindest regards, Denise Marchant"

Denise Marchant - Blackburn, UK - 16th February 2011

"We received all the 6 suitcases intact and on time the next day. I would like to sincerely thank you for so effectively organising this shipment for us in such a short notice. Our family move to Houston was stressful enough and the thought of having to deal with a large number of suitcases was daunting. However you saved the day with your diligent and efficient customer service. I am more than happy to introduce family and friends to First Luggage because of your service. All the best and thanks again for your help, Dr Amir Bahrami"

Dr Amir Bahrami - Texas, USA - 1st February 2011

"Dear First Luggage, Thanks so much for your service. My bag arrived before I did with no problems and was waiting for me in my hotel room. I was very pleased. All the best"

Will Springmeyer - Utah, USA - 6th January 2011

"Thank you for the wonderful service I received from your company. Everything went exactly to plan and I was able to track my luggage online, secure in the knowledge that it had arrived at my hotel safely. From start to finish, the service I received was 100% courteous and professional. I will recommend you to my friends and hope to have the pleasure of using First Luggage again in the future."

Carol Rimmer - Wirral, UK - 6th January 2011

"Just wanted to say thanks very much for your assistance in sending my unaccompanied luggage - it arrived on my door step at 8am this morning. I will most definitely recommend First Luggage to anyone who may find themselves in the same position I was. Fast & efficient service. Thanks again"

Annette Gray - Cape Town, South Africa - 9th December 2010

"I just wanted to thank you for the timely fashion that our golf clubs were shipped home from Edinburgh to Seattle... I appreciated the phone contact with [First Luggage] who answered my questions regarding filling out the paperwork. I'll

certainly spread the word of your terrific service. Thank you."

Judy Carolan - Washington, USA - 29th October 2010

"Just to let you know that the arrangements that were made for the collection of our luggage from the Princess Victoria shipping agent worked extremely well, and the luggage has just been delivered safely home this afternoon. We shall certainly recommend your service to our friends, and we have just sent an e-mail to the Travel Doctor of the Times newspaper, who recommended your company in the first case. Thank you once again for your service."

Peter & Lis Raymond - Cheshire, UK - 11th October 2010

"Hi - just wanted to say thanks for the truly fantastic service. Our luggage was collected from Orvieto, Italy Monday afternoon & delivered here Wednesday morning! This was my first time with First Luggage & the whole experience has been absolutely first class. The journey was transformed by not having to heave heavy cases around with us - without a doubt will use you next time & spread your name."

Richard Peel - Cheltenham, UK - 28th July 2010

"You made our recent trip back and forth to London a BREEZE and I thank you. The luggage was handled beautifully and more quickly than I could have even hoped. Best wishes and I hope we have occasion to use your services again soon. Warmly from a very satisfied customer..."

Sandra Marucci - Pennsylvania, USA - 7th July 2010

"My daughter's trunk was delivered to the address in Hants last Friday afternoon. I would like to say how impressed I am by your friendly and very efficient service. I will certainly recommend you and make use of your services should I need in the future. Many thanks and best regards, Eamonn Moran"

Eamonn Moran - Hampshire, UK - 25th May 2010

"Just a note to say thanks for the great service. My case arrived at my UK address only 18hrs after it left Madrid. Many thanks, Jason Carr"

Jason Carr - Newcastle-upon-Tyne, UK - 19th May 2010

"A big thank you for your excellent service. The collection and delivery were more than prompt. No problem was created when I decided at the last minute to also send two sets of golf clubs in addition to the original order. The documentation was emailed almost immediately and every member of your staff to whom I spoke was so polite and helpful. I shall be travelling again in October/November and will most certainly use your service. I shall also sing your praises to anyone travelling abroad. Marion Reynolds"

Marion Reynolds - Essex, UK - 14th May 2010

"I just wanted to thank everyone there for their superior customer service, especially in light of the volcanic ash two weeks ago, and everyone's effort in getting our bag to Rome on time. I was also very touched by the message we

received from your staff when we arrived in Rome. She called to inquire if everything was satisfactory. Upon our return, our luggage arrived home the day after we did. All in all, another terrific trip, thanks in part to your wonderful service. I will be sure to contact you for our next vacation! Best regards, Joanne Wallace"

Joanne Wallace - Philadelphia, USA - 10th May 2010

"To the team at First Luggage, I felt I had to write to you to compliment you on the outstanding service I recently received from your company. I ... needed to ship 2 small chairs there [in Naples Florida]. The carton would have been oversized to take on the plane & the hassle of going through 2 airports Heathrow & Miami would have been a "Nightmare." I found First Luggage via the BA website. I contacted the office ... who organized everything perfectly for me, the box was picked up from my office on Wednesday 3rd March & believe it or not it was delivered to my apartment in Naples the very next day. "Well Done" from a very grateful customer. Lawrence Davis"

Mr Lawrence Davis - London, UK - 12th April 2010

"I would like to thank you for the excellent service in delivering the suitcase to my daughter in Helsingborg. The communication regarding collection and delivery instructions was most efficient with phone calls to confirm details and to let me know it had arrived. This is the first time we have used the company and will do so again and would have no hesitation in recommending your service to friends. Regards, Eileen Willis"

Eileen Willis - Downpatrick, UK - 29th March 2010

"Dear First Luggage, Brilliant service. Our heavy suitcase arrived here on Skiathos yesterday, Tuesday, having been collected from our home in Devon last Thursday. The island is quite isolated in winter, with only 2 flights a week from Athens, and a variable, daily ferry from Volos. Well done. We will be using your service again, and recommending friends to do the same. Many thanks."

Peter Jones - Devon, UK - 3rd March 2010

"I have just received my suitcase and I would like to thank you personally for your professionalism and kind, reassuring manner during our telephone conversations as well as the more than excellent service provided by your company. I will highly recommend First Luggage to all of my personal and business contacts. Many thanks"

G Potter - Saint-Malo, France - 12th January 2010

"Thank you to all at First Luggage for your fantastic service to send luggage to Italy. We received a call from a representative when the luggage arrived in Italy and another call when we returned home to verify that the suitcase had been received. Excellent customer service throughout - thank you !!"

Gotlieb Swart - Venice, Italy - 13th December 2009

"Just a quick note to thank you for all your assistance in arranging to send luggage ahead on our recent multi-hop round-the-world cruise ... Everything went to plan and I was delighted with your service. I recommend you to anyone

looking for this type of service of door to door luggage transportation within the UK or internationally."

Victor James - London, UK - 3rd December 2009

"Thank you very much for sending my suitcases to America. The whole process was simple and very efficient - and our luggage even arrived ahead of schedule. To ship luggage ahead is definitely the way of the future."

Patricia Potter - London, UK - 30th November 2009

"I would like to thank you for your follow up and the excellent service your company has provided to me when arranging to ship baggage from the US to France."

Steven Taylor - Paris, France - 25th November 2009

"I just had to write to you and let you know that I am so impressed with your service. You picked up my suitcase on Wed morning and yesterday afternoon (Fri) my daughter was unpacking my case in Bogalusa Louisiana America. It had arrived safely and I just can't believe how quickly you managed to get it there. Thank you so much for your service."

Lorraine Brett - Loughton, UK - 17th October 2009

"This is an overdue thank you to First Luggage for their incredible service (yet once again). We received a call from a representative when the luggage arrived in Bermuda and another call when we returned home to verify that the luggage had been received. Great customer service from beginning to end!! Thank you again - Joanne"

Joanne Wallace - Philadelphia, USA - 12th October 2009

"I would like to thank everyone involved in your company for giving such excellent service in transporting our suitcases to our holiday destination and back to our home address. The outward and return speeds greatly impressed my wife and I and the friend who accompanied us on the holiday; and choosing First Luggage proved to be tremendously advantageous to us. I have recommended your company to the agency I used to make our train travel reservations, would not hesitate to use you again, and will recommend your services to relatives and friends. With renewed thanks for a job well done....."

Mr Clifford Wakeling - Essex, UK - 25th September 2009

"Thank you for your most efficient service. My suitcase has just been delivered back home. It may be of interest to you that we journeyed ... to Italy by train in a party of 40. We were the only ones making use of your service, and the fact that we created a lot of interest, if not downright jealousy, among our fellow travellers. As a consequence of this we provided your details to a number of others. So if next year you have a surge of interest ... you will know who to blame."

Mr Robin Favell - Cornwall, UK - 23rd September 2009

"Just a note to thank you for all your assistance with my luggage to and from Harwich. Everything went to plan and I was delighted with your service, and can guarantee I will use your services again and certainly recommend you to

anyone looking for this type of service."

Mrs Maria Finnerty - Glasgow, UK - 21st July 2009

"Just thought I'd let you know how happy we were with the recent luggage transfer that your company did for us ...so I would like to say WELL DONE to all concerned. We will certainly use your services again and I've already recommended you to our friends."

Mrs Cheryl Hanson-Chambers - Wakefield, UK - 8th July 2009

"This is the second time we have used your service and I would just like to say how pleased we have been on both occasions. Last year a very large suitcase was picked up from a small town in Sicily and brought to the UK. This year it was in the opposite direction. Your communications are also excellent. Thank you."

Miss R. Nichols - Herts, UK - 17th June 2009

"Just a short note to say thank you. The service was fabulous with collection and delivery on time and reliable, we were very pleased and shall certainly use and recommend your service again. Once again, thank you for a terrific job."

Chelsea Resident - London, UK - 18th May 2009

"We arrived home on Thursday and our luggage arrived on Friday afternoon!! We are so impressed with the service and the terrific customer service that you provided. It was a pleasure working with you, and we will use First Luggage when we travel again."

Joanne Wallace - Philadelphia, USA - 11th May 2009

"I would like to thank you for your most excellent service. I have used your service,twice internationally and once within the states. The luggage between the USA and the UK arrived the next day, excellent! Thank you again. I shall use your service when ever I need it."

Barbara Manning - London, UK - 29th January 2009

"Thank you First Luggage for providing excellent service! Recently shipped a suitcase from Baltimore, MD to London and the service and attention to detail that your company provided could not have been better. Pickup in Baltimore went as scheduled and delivery in London was right on time. Everything arrived just as I had sent it. I will definitely use your company again and will recommend it to all my friends and associates here in USA. Great job!"

Janice Cheney - Maryland, USA - 25th January 2009

"I just wanted to write and tell you that we are extremely happy with First Luggage and your A1 service. Our suitcase already arrived, which was a very pleasant surprise. We travel a lot, and will certainly be using your service again in the future. In addition, we will make sure to recommend you to anyone who needs their luggage sent to them. Again, let me say thank you for excellent service. It's a real treat when someone provides it!"

Mr Ian Chambers - Salford, UK - 15th January 2009

"Thank you very much for sending my suitcases to and from America over Christmas. The whole process was very efficient and luggage arrived ahead of schedule. To ship luggage is the way of the future."

Mrs Susan Knox - Chaddesden, UK - 14th January 2009

"As someone who spends much of the year travelling, the last thing I need is the stress of worrying that I'll be touching down in Sydney whilst my case is making a beeline for Buenos Aires. That's why I love sending my luggage ahead with First Luggage. It couldn't be easier: everything is collected from home and is ready and waiting at my destination when I turn up, which means I can speed through the airports hands-free - nothing to check-in and no waiting around at the other end. It's just what I need with my hectic schedule."

Dannii Minogue - London, UK - December 2008

"What a very efficient service! My case was collected from my hotel in San Francisco on Monday and has arrived in Edinburgh today. That is excellent work - thanks very much."

Mr John Rafferty - Edinburgh, UK - 8th October 2007 (Wednesday)

"We recently used your firm to ship our suitcases to Berlin and back when going on holiday in August. Once again we were delighted with the service we received from your staff. Without this help we would not be able to go on holiday as my husband is now eighty and quite unable to cope with our heavy luggage. We have already booked a similar holiday for next year and look forward to your help again. Very many thanks for a very efficient service."

Mrs Little - Market Drayton, UK - 29th September 2008

"Just wanted to say thank you as my bags arrived safely and intact. If the need arises again I will definitely use your company again."

Jason Rhodes - Nottingham, UK - 28th August 2008

"I'm just writing to say how very impressed I was by the speed and efficiency of the whole process ... I would not hesitate to recommend First Luggage to any friends, etc., who are considering making use of such a service themselves."

Martin Hammonds - Gillingham, Kent - 27th August 2008

"Just a note of appreciation for your assistance in our move ... and for the unexpectedly quick delivery. I tracked our shipment yesterday merely out of idle curiosity ... Imagine my surprise when FedEx's tracking information showed that our luggage was already ... out on the truck for delivery! If only Royal Mail were as speedy as First Luggage, what a happy realm this would be. Thank you ever so much for your excellent service."

Kathleen Charles - Burbank, CA, USA - 21st August 2008

"First Luggage is great. Quick quotes, super helpful service personnel and on time secure delivery! It saved me money on excess baggage because my travels were extensive making it worth the price. Happy travelling!"

Monika - Slovenia - 12th August 2008

"This is just to thank you for your highly efficient and speedy service getting our luggage forwarded to and from Venice Lido - not the easiest place to reach. We were most impressed, especially with your phone messages to report delivery. Many thanks again."

Philip Freedman - London , UK - 8th August 2008

"I just felt that I had to write to thank you for the super efficient service I received from start to finish on collecting my daughters suitcase from Spain ... I am very impressed with the service and will have no hesitation in recommending this service to anyone."

Mrs Julie Cooke - Nottingham, UK - 15th July 2008

"I'm a firm believer in having a holiday where I can enjoy myself and relax and First Luggage means that I don't have to break my back by humping bags around! The First Luggage service has impressed me, they really look after customers well and are so efficient. I can't say too much for them! It's a real treat to ship luggage ahead, finding bags waiting at your hotel and nothing ever goes missing as, when you use First Luggage, items are never unsupervised. I wouldn't be without First Luggage if it didn't exist, then my travelling would be very much more restricted."

John Lawton - Coventry, UK - 14th July 2008

"I wish to thank your staff for the very good service we have received in respect of the transfer of luggage to our holiday destination and its subsequent return to our home. Not only was it a very efficient service but we were thrilled to be able to track its progress on the Internet. We would hope to use your service again in the future."

Mr B Sharp - St Albans, UK - 6th June 2008

"Thanks for making our baggage shipment to and from the UK so hassle-free and easy! You go above and beyond to make the volumes of paperwork so manageable. I will certainly recommend your service to travelers !"

Jan Kennedy - Topeka, Kansas, USA - 15th May 2008

"Shipment arrived safely, and I thank you and First Luggage for such great service. I am grateful for the recent mention of your company in the International Herald Tribune. I really couldn't figure out how to get my suitcase home without you."

Dr Victor Riehl - St. Remy de Provence, France - 13th May 2008

"My wife and I were due to travel to Spain for an extended break at the end of April. To my horror, it transpired that we were set to travel through Heathrow's doomed T5 - a daunting prospect given that our lengthy sojourn meant that we would be travelling with a great deal of luggage, which, if it went missing, would cause no end of chaos at the other

end. Thankfully my wife remembered reading about First Luggage in the paper and we thought we'd give them a try and send our luggage ahead. And, I have to say, it was a marvellous experience: not only did our luggage arrive ahead of our destination (a distinctly unlikely prospect had we sent it via T5) but all items were tracked en route with regular updates sent through to us, which gave us great peace of mind. I'd never fully appreciated just how convenient it would be to send luggage ahead: everything was collected from our house prior to our departure which meant that we not only avoided traipsing to the airport with suitcases in tow, but could also breeze out hands-free at the other end with our cases ready and waiting for us at our beachfront apartment! Lost luggage has been a problem for years - it was merely magnified at T5, with particular media focus as a result of its unveiling - we certainly won't risk travelling with luggage again and will always use First Luggage in the future. I only wish I'd found out about it sooner!"

Harvey Ingram - London, UK - 8th May 2008

"Thank you for your efficient service... We were most impressed by your organisation and communication with us at all stages of our suitcase's journey. Much appreciated - and it saved us lots of effort and hauling around stations!"

Mr Graham Whitehouse - Brockenhurst, UK - 28th April 2008

"What can I say other than THANK YOU!! You have all been absolute stars in getting the suitcase from Canada and I really can't thank you enough. I am so very grateful and can't praise you enough for your efficient and courteous service. I would recommend you to anyone and if there is anyone or anywhere I can sing your praises to for any accolade then please let me know as service like yours is rare in 2008."

Jane Stewart - Oxford, UK - 18th April 2008

"Just to let you know that my son's suitcase arrived at about 9.30am this morning. Thank you so much for your efficient and kind attention. I am very grateful to you and First Luggage for the collection and safe return of my son's things. I shall certainly not hesitate to recommend your company to anyone I know who finds themselves in similar difficulties, or needs their luggage to be transported safely."

Mrs Law - Cornwall, UK - 10th March 2008

"The service is wonderful as usual and I am particularly struck by the positive and helpful manner of everyone I have ever dealt with in your company. That conscious thread of attention and caring is refreshing to find in a business. Good luck to you all and I look forward to using the service again."

Mrs G Yagtug - Switzerland - 10th January 2008

"I have posted on several luxury cruise websites how much we were pleased with your service. Everyone we talked to on the phone and emailed were great. It was the first time we have done this but will do it from now on."

Jerry Lenox - St Louis, Missouri, USA - 23rd November 2007

"Thank you and your fellows very much for such good attendance and follow-up. You have a great service business!"

Mr J Kitson - Horley, UK - 29th October

"I want to compliment you on the very efficient service. Everything happened as planned ... so I am delighted. Thanks very much - I am sure I will have another order for you before long!"

Mr John Rafferty - Edinburgh, UK - 19th October 2007

"I would like to thank you for your follow up and the excellent service both you and your organization has provided to me."

Mr A Jabbar - Saudi Arabia - 17th October 2007

"You provide an excellent service ... I am recommending First Luggage at every opportunity."

Mrs A Garland - London, UK - 17th October 2007

"I would just like to thank you and your team for a wonderful service. It is so refreshing to be pleased with a service these days. I have been extremely impressed with the efficiency and helpfulness of ... First Luggage and wouldn't hesitate to contact you again if needed. I would also definitely recommend your company."

L. Forward - York, UK - 11th October 2007

"Thank you so much for your help in past few days... Your team was very responsive to all my inquiries, I will definitely recommend FirstLuggage to others that I know. Look forward to your service in future."

Mr Ted Kokubun - Paris, France - 9th October 2007

"WELL DONE ALL OF YOU!! BRILLIANT. Thanks to ... the first rate people who spoke to us on the phone ... you and your senior staff are splendid. SO WELL DONE"

Chris and Elizabeth Riley - Newark, UK - 25th July 2007

"My wife and I both appreciate the professionalism and conscientiousness of you and your staff and the courtesy you all showed us during our dealings. Please rest assured that the next time we have to ship personal effects overseas, we will call on First Luggage."

Mr David Nelson - Maryland, USA - 24th July 2007

"My husband and I recently travelled to Austria with Great Rail Journeys. We had the opportunity of using your company to transport our suitcases. Can I just express how impressed we have been with your service, both before, during and after our holiday. From our first telephone call to the last, I cannot thank you enough. We have told everyone we know what a terrific service you offer."

Mrs L Cawkwell - UK - 13th June 2007

"We would like to thank your staff for the excellent service that they provided to us. We were kept informed of the arrival of our luggage at our holiday destination and the same excellent service was provided on the homeward journey. Thank you once again for adding to our holiday enjoyment. Keep up the excellent service and we wish you every success for your future operation. We will certainly recommend you to others."

Mr & Mrs Howe - UK - 13th June 2007

"I would like to express my appreciation and complete admiration for the friendly and thoroughly efficient manner in which you handled our request for luggage transportation during our tour of Switzerland. You kept us informed when it had arrived at its various destinations and enquired afterwards as to whether we received the same. All this helped us to enjoy what turned out to be a perfect holiday."

Mr J Wood - UK - 29th May 2007

"I just wanted to write to let you know how pleased we were with First Luggage service. The efficiency and high standard of professionalism which your group exhibited for the shipping of my son's belongings from London far exceeded our expectations. We were also impressed at everyone's friendly attitude and attention to follow-up. We definitely will recommend your service to anyone who asks."

Carol Samrock - California, USA - 4th May 2007

"The service First Luggage provides is second to none and I think, apart from the efficient collection and delivery service you provide, the reassurance customers receive by way of phone updates regarding collection and delivery times is absolutely superb. We have been happy to recommend First Luggage to many friends. Thanks again for an excellent service."

Judith Evans - Scotland - 27 April 2007

"The luggage has indeed reached my son's address, so everything is perfectly in order. Thank you very much for the excellent service and assistance you provided for. I will certainly use the services of your fine company in the future."

Jean Pierre van Son - Noord, Holland - 27 April 2007

"Dear First Luggage, I'd would like to tell you how pleased we were with your service shipping two bags for us from Paris to Madrid, and then another different pair from Madrid to the Sheraton at Charles de Gaulle airport. Your paperwork arrived in plenty of time, the bags were picked up on cue, and arrived quicker than we thought possible. Being able to track their progress was very nice! Thank you for your efficient service."

Ms Connie Cone - Pennsylvania, USA - 4th December 2006

"I wanted to send you a few lines to thank you all for all the trouble you have gone through to help me with my deliveries and for your endless patience. You have been of great help to me and I am extremely grateful. I am telling everyone that First Luggage is the option to choose, that you take care of everything from beginning to end (including

getting back to the customer after office hours, even on Sundays!), and that I have been extremely satisfied with the service provided. I will continue to do so, you are fantastic!"

Miss Paula Lopez - Edinburgh, Scotland - 3rd December 2006

"Just a quick note to say thank you!!! for the wonderful excellent service. The entire process from first phone call to delivery of my suitcase was efficient, pleasant and something I will certainly do again. You and your team did a great job!!! Well done."

Mrs Grace Yagtug - Geneva, Switzerland - 10th November 2006

"Just had to write to say thank you. The experience of having my luggage delivered to my hotel in Italy was superb. I found everyone to be very efficient and I will certainly use you again."

Val Furniss - Oxfordshire, UK - 10th October 2006

"Just to say many thanks for a first class service. We were very impressed with how smoothly everything went and with the telephone calls to check on /confirm collection and delivery. We'll definitely use you again."

Jane Tobias - Woking, Surrey - 8th October 2006

"Dear first luggage, thank you for the wonderful service. We used you for our honeymoon you picked up and delivered when i need you to and it was just wonderful to have one less thing to worry about on the day and weeks before thank you."

Michelle Wade - Bexleyheath, Kent - 8th October 2006

"Thank you very much for your First Class service, the transfer of our luggage to Desenzano, Italy, and back to our home was very efficiently accomplished and greatly appreciated by my wife and myself. Heavy cases can be a problem at any age, but for elderly people they can be extremely hard work and can seriously reduce the pleasure of any holiday. Thanks you once again for your expertise and quiet efficiency and would you please thank all your staff for me. Everyone that I spoke to over the phone was very helpful, pleasant and friendly and the drivers who collected and delivered were also very helpful and considerate. I am sure we will use your service again in the future."

E J Thaw - Rhyl, UK - 29th September 2006

"thank you for your service ... the luggage arrived both in europe and back to the usa in good condition and before the expected time... it was super...i will use you again..."

Debbie Rice Marko - Charleston, SC, USA - 25th September 2006

"I wanted to let you know that I was very pleased with the luggage delivery service that my family received after we arranged for our luggage to be picked up and delivered to Italy. The bags were picked up on the date arranged and arrived at our remote Italian village a few days later. It was a great service for me as I was recovering from an operation. It all happened very smoothly, just as promised when it was arranged over the phone. I have recommended

the service to others since. I know that a lot of people played their part in delivering such a quality service ... our main contact over the phone was polite, considerate, clear and efficient and nothing was too much trouble."

Gerard de la Garde - Kingston - 22nd September 2006

"An amazing service, a thoroughly reliable and efficient company. The staff are so helpful and accommodating responding to all queries immediately. Our suitcase was collected exactly when we were told it would be and delivered on time. The return collection from Venice (on the day of a strike) was also handled perfectly. Will definitely recommend and use this service again. Outstanding."

Roni and Chantal Auerbach - Radlett, Herts - 18th September 06

"Dear Sirs, credit where credit is due and you certainly deserve full marks for the service you provided on our recent trip. First there was the very helpful booking which could not have been easier, secondly you returned my call on a Saturday to answer questions, next was the unexpected call to let us know the suitcase had been delivered. Finally you collected the suitcase from Italy on 28th August and it was delivered back home on the 29th August!. I will certainly recommend you to everyone."

B Foreman - Romford - 4th September 2006

"I arrived in Dubai Monday night and the suitcase got there before me! Excellent service - will recommend to all!"

N Baker - London - 15th August 2006

"Dear First Luggage, This is to say thank you for providing a superb service when we used your company for the first time to take our luggage to and from Gibraltar recently. From the moment we phoned you about this the service was fantastic. You are a shining light in a world of increasingly poor service and indifferent standards. Thank you so much. We will certainly be using you again."

I Smith - Glasgow - 19th July 2006

"Dear First Luggage, My husband and I needed to get our luggage from Spain to London and we contacted First Luggage, on a weekend, and how wonderful the reception staff at First Luggage were. Fantastic, not a hitch, problem or worry about in the way our luggage was handled. We commend First Luggage for the wonderful staff and look forward to dealing with you again. We cannot express how pleased we were on how everything was handled. Thank you again."

Mr & Mrs Stephen - Melbourne - Australia - 3rd July 2006

" We LOVE your service. You make extended travel (to multiple climates) a breeze".

David Nash - 14th February 2006

"Thank you for your extreme efficiency in handling our luggage to and from Switzerland on our recent holiday. To be able to track the movement out and back was very reassuring, and to have a phone call confirming safe arrival, and

another to enquire on safe return was more than had been anticipated. Not having to handle our main luggage at every station stop and change of train (a total of 18 times) was icing on the cake of a very successful holiday. So again congratulations on a very slick operation and thank you".

Mr Howard Leaman - 8th February 2006

"I wanted to thank you in writing for a service that has far exceeded my expectations and has taken a lot off my mind! The speedy delivery of my suitcase is one less thing to worry about. I shall certainly be more than happy to recommend you to my friends and colleagues should they need their baggage shipping in the future."

Mr Paul Wilson - 26th January 2006

"We were extremely impressed with your service, and will be calling on you again later in the year"

Mr & Mrs F.E Chappell - 19th January 2006

"This is the first time I have used your company and believe me you are wonderful ! We have travelled 3/4 of the way around the world and you sent my luggage to America where we live for the winter, and what a difference not to lug all that stuff with us this time. I will certainly use you again and tell my friends about you..... Well done to you all."

Alison Noble - 1st November 2005

"Just a note of thanks to say how very much we appreciated the efficient service of First Luggage. It has to be said, we were a bit apprehensive about cases arriving in time etc, but everything was absolutely spot on! No carousels, no trolleys, such liberation! We will never contemplate going away without you in future!"

Bernadette Milton - Liverpool - 10th June 2005

"Congratulations on the excellent service provided by your company in transporting my luggage to Cologne on the 9th August & returning it on the 25th August from Nurnberg, Germany. The service was 1st class and the telephone contact from you, keeping me informed on the movement of my cases, made it a very personal service. Again, my congratulations and thank you"

Mrs Jean Scott - Dartford, Kent - 28th May 2005

"Dear Sirs, just got back from Switzerland and would like to congratulate you on the first class service you provided. Your service enabled us to have a very comfortable and relaxing journey by train without having to lug our cases around at various stations. We felt this was a very civilised way to travel, and we were the envy of our fellow passengers. "

Mr John Sharkey - Stratford - 26th May 2005

"We think this service was well worth the cost and made our holiday journey less stressful. Many thanks to First Luggage and FedEx for their excellent service and care."

Mr & Mrs Rees - Stockport - 22nd May 2005

"Having difficulties in taking holidays over recent years because of the handicap of managing luggage, I, by providence, discovered the excellent services provided by First Luggage. Going on a cruise last month, they collected my luggage from my home and it was in the over night stay hotel the next day and the return was as efficient. The same impeccable service was given on an earlier trip to Madeira where I did not see our luggage out of our home or hotel room. No praise could be too great for this wonderful service, which I recommend without reservation."

Mr Maurice Halperin - London - 18th May 2005

"I am completely pleased with the manner of speed which you and your colleagues moved my suitcase from Coventry to France. As a bonus, you had checked to see if FedEx had picked it up, and you informed me of its safe arrival in France. I have started singing your praises to all my friends and I hope this leads to more business for you."

Mr J A Lawson - Coventry - 13th May 2005

"I will certainly recommend First Luggage to all my friends and there is absolutely no doubt that I will be contacting you again, cuandoquiera, cualquiera, dondequiera, which when translated means whenever, whatever, wherever I decide to roam!" Thanks for the excellent service provided by First Luggage I did not realise that one could still receive such prompt and polite service. What a joy it was to arrive at the hotel and find that my luggage was waiting for me and then to have it collected two days before I departed. I will certainly recommend First Luggage to my friends.

Greta Camps - Palmers Green - 06th May 2005

"Just a few lines to let you know I was very pleased with your service. The cases were delivered and collected just as we had been told in your letter. It made such a difference in travelling light. Thank you very much for your service. I recommend it to anyone."

Mrs Poulton - Essex - 04th May 2005

"Having now experienced this service, we wish to write to you and say how smoothly the collection and delivery went. In short, your service was excellent and we will avail our selves of it again should the opportunity arise"

Richard and Anita Ferriday - Derbyshire - 2nd May 2005

"Thank you so much for taking care of our luggage during the recent trip to Barbados. The service we received from First Luggage was first class and took all the hassle out of our holiday! We look forward to using you again in the near future."

Gabby Logan - Grove Park - 15th March 2005

"May I take this opportunity to say I think the service provided by First Luggage is wonderful. My luggage was collected and delivered on time and I found that sending my luggage with First Luggage was no hassle and completely stress free. I will definitely recommend this service to my friends and family and will not hesitate in using First Luggage"

again."

Mrs Joan Leslie - Shire Hampton - 20th February 2005

"I am writing to thank you for a first class service and lived up to all that was expected on the Internet. Our luggage was collected at the time I requested, furthermore, it was delivered to our hotel and was waiting our arrival. What a sheer pleasure we had in travelling, not being encumbered with suitcases and the fear of 'overweight' at check-in. We will certainly recommend the service provided by your company and we look forward to contacting you again in the near future."

F J Raine - Braintree - 8th December 2004

"Thank you for making our holiday, luggage and worry free. I have had four heart attacks and my husband is disabled, luggage has always been very difficult for us on holiday. We can't thank First Luggage enough for the politeness and courtesy that they have shown us. Keep plugging First Luggage, it's a wonderful service that you are advertising..."

Mrs. Kath Fearon, 28th November 2004

"Against all the imaginable barriers that you could dream up (and those that you couldn't) First Luggage truly delivers. Resourcefully and stylishly done, you and your luggage are handled beautifully"

Mr. Luke Poloniecki, 04th November 2004

"I have not had a holiday in 2 years. To be honest, the thought of the luggage, the airport, the putting on and taking off of the carousel and the little or no strength that I have, frightened me off. Thanks to First Luggage my wife and I went away for the first time in 2 years and had a wonderful holiday. Somehow First Luggage took all the worries and stress away from me."

Mr. Ian Rosenberg, Founder of The Heart Cells Foundation, 29th October 2004

"First Luggage is the answer to stress free travel. I would have no hesitation in using your unique service whenever I take a trip"

Mrs. Penny Marks, 27th October 2004

"My wife and I are in our seventies but still enjoy a holiday abroad although in recent years the luggage has become a nuisance, making the holiday a toil. So, imagine our joy when we read about your service in the Daily telegraph on the 24th July 2004. We both agree that your service made our holiday! It was absolutely wonderful: a first-class service carried out in a polite and professional manner which we can recommend to anybody." P.S. It should be "First Class Luggage"

Mr A.E.Carr - 21st October 2004

"Thanks to all at First Luggage: what a great service you have provided me with. Travelling this way was easy. The best part is that you were always a phone call away if I needed assistance. Thank you, and keep up the brilliant

service."

Mrs Zina Ghandour - 1st September 2004

"First Luggage is a first-class service and I thoroughly recommend it. A stress-free journey with no baggage. Breakfast in Berlin, lunch in London, suitcase the next day."

Ms Aliza Reger - 20th July 2004