

Customer Feedback 2025



Of our customers surveyed feel they are treated with respect and in line with Beyondly's values



Of customers rated our customer service as “GOOD” or “EXCELLENT” - With 61% rating it excellent



The top traits you associate with Beyondly are Knowledgeable, Personable, and Customer-focused

What We’re Doing Well

Your feedback highlights several clear strengths to celebrate

- Exceptional Account Management
- Fast, clear and supportive communication
- Expert knowledge and high-quality webinars that make complex topics easier
- Customer service
- Industry knowledge
- Webinars and events



What Our Customers Say...

“We've worked in partnership with Beyondly for may years and have always been impressed in the way they conduct themselves, with a passionate team of staff to call on and always an honest and knowledgeable relationship.”

Laithwaites
Head of Logistics

“Beyondly has been instrumental in helping us stay ahead of changing sustainability regulations. Their expert guidance made complex compliance requirements easy to understand and implement. With their support the WEEE, Battery and Packaging reports are no longer the administrative burden it use to be and the reports are accurate and on time.”

POSITEC (UK AND IRELAND) LIMITED
UK QA Manager

“We have been with Comply Direct and Beyondly for 10 years and feel well supported in these aspects of compliance, Thank you!”

Tool Connections Ltd
Quality & Environment Co-ordinator

You Said, We’re Listening

You want more consistent and proactive communication: We are strengthening our account management training, encouraging phone-first habits, and building on teams expert knowledge.

Your biggest challenges are changing legislation and collecting accurate data: We are expanding practical tools, guides and templates to support smoother data collection and clearer guidance.

We’d love to hear more feedback.
Speak to our quality team today.

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