Order Fulfilment Experts

Order fulfilment is what we do.
Brand experience is what we deliver.

Turn Unboxing into Growth

Unboxing that sells again | Bespoke brand fulfilment

We pack like it is ours, and your first month of pick, pack and storage is free.

4.8/5
on Google

Since 2011
founder-led

100%
accuracy guarantee

37 mins
from central London via St Pancras, with easy M25 access

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The finishing touches your customers remember.



Hand-written notes

57%

Bought again

because of the packaging on a previous order.



Wax seals

73%

Think better of the brand

after receiving premium packaging.



Gift wrapping

42%

Found the brand

after seeing someone else's unboxing online.



Branded inserts and tissue

55%

Kept the box

because it was too nice to throw away.

Adobe Express, The power of the package: a survey of 703 online shoppers, March 2026.

We're not here to make every parcel cost more or bigger than it needs to be. We're here to make every parcel work harder for you.

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WHY US

Four things nobody else round here will say.

We despatch six days a week

Saturday included, as standard, and Sunday added automatically when the volumes coming through call for it, so there is never a backlog. The pick price is the same whichever day it goes out. Your customer can be opening a parcel on a Sunday while everyone else's order is still waiting for Monday.

Money back if we pick it wrong

100% accuracy, guaranteed on everything we pick and pack. If we get it wrong, we put it right at our cost, not yours. We can hold that line because a person and the system check every item, which is why we ask that your stock is barcoded.

Your own buddy team, with the founder on hand

Fifteen years in. You get a dedicated buddy team who know your brand, I'm in your updates and your conversations, and I still answer the phone. "An extension of our own business" is how one client put it on our Google Meet, with the whole team on the call.

Total transparency, see it for yourself

Drop in Tuesday to Friday, 10am to 2pm, no appointment needed outside the Christmas peak, and see your own stock on the shelf; we're 37 minutes from central London by train. Or join our live daily Google Meet and watch your orders being picked and packed. Nothing to hide means nothing to hide.

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WHY US

And eight more, which are why brands stay.

Your own WhatsApp group

A question gets an answer from the people packing your orders, not a ticket number.

Goods in that sets you up properly

A full stock audit on arrival: racking configured, pick faces made up, every location labelled and barcoded, the real numbers uploaded.

Your unboxing, designed and signed off

We pack example orders, build your video and written SOP, and post one to you to sign off before any customer order goes out.

We care about your numbers

Unit economics, stock performance, and storage that only costs you for the space you use. If the sums don't work for you, they don't work for us.

Your hidden marketing machine

Thank-you emails and photos of the parcel instead of "where is it?". Content, repeat purchases and a lower cost of acquisition.

Customs support and management

Overseas brands setting up UK stock, UK brands selling abroad; our customs and tax partner where the paperwork needs it.

A back office that just sorts it

Claims raised, parcels chased, pallets and containers tracked, customer service for your customers if you want it.

The everyday extras

Umbrella insurance while your stock is with us, a postal address for your mail, packaging at cost, your postage accounts or ours.

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HOW EASY

Two things from you, and you are live within days, not weeks.

No integration fee, no set-up project, no six week onboarding.

ONE

Send us your stock

Barcoded is quickest; if it is not, we sort that at goods in. Send it Friday and we set you up over the weekend.

TWO

Connect your shop

One API key and your orders flow straight through. We connect it and test it before anything ships.

LIVE

Stock in Friday, live Monday

Once your stock is booked in and your shop is connected, orders in by 1pm go out the same day, with a 3pm cut-off if you need it.

CONNECTS TO



Plus Etsy, TikTok Shop, Squarespace, Not on the High Street, OnBuy, Wayfair, Argos, Next and The Range: over 40 shops and marketplaces in all, through Mintsoft. Don’t see your platform? There are more integrations every day, so please ask; we connect to bespoke platforms too.

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PROOF

Real brands. Real results.

CUSTOMER CONFIDENCE IN ACTION

Discworld Emporium

Literary fandom merchandise with a passionate worldwide community.

> *"I feel 100% confident trusting them with our reputation because, to put it simply, they care."*
>
> **Ian Mitchell, Managing Director**

- ✓ Every order matters, to them and to us
- ✓ Trusted with the brand's reputation
- ✓ Fulfilment partner, not a box-shifter

CUSTOMER GROWTH IN ACTION

Wearable technology brand

Four times the monthly account spend. Still just two racks.

£3,000 December 2024 → **£12,000** November 2026

- ✓ Monthly account spend up 300% in under two years
- ✓ Still just two racks of storage
- ✓ Now exploring international fulfilment

CUSTOMER GROWTH IN ACTION

Niche cosmetics company

From two racks to twenty-two, and the sales to match.

2 racks when they came on board → **22** racks today

- ✓ Now a very established brand in their niche
- ✓ Eleven times the shelf space, with the sales that match
- ✓ Still with us, still growing

15 years of other people's brands · **4.8 out of 5** on Google · **100%** accuracy guarantee · **Six-day despatch**, Saturday as standard

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WHAT CLIENTS SAY

Fifteen years of other people's brands.

We're a close-knit team with over 50 years of experience between us, from large operations like Asda and Hugo Boss through to smaller, more boutique brands. That mix lends itself to a service that's highly professional and efficient, yet extremely personal and personalised.



★★★★★

Justin Kuo

Director of Pescadores

"I am very satisfied with the order fulfilment service. It's flexible and the team are genuinely helpful."



★★★★★

Luke Pearce

The Radical Tea Towel Company

"We've worked with Sam and the Order Fulfilment Experts team for years now, perhaps 8 years. I can recommend them 100%. 5 star service, attention to detail and initiative as well as simply very nice people."

★★★★★

Nick Moseley

Nickwake LLP

"With Order Fulfilment Experts we have much more than just an outsourced 3PL, we have a virtual team. First class and highly recommend to anyone looking for a really top class 3PL act."



★★★★★

Kim Harris

Managing Director of Entrix Computing

"Order Fulfilment Experts warehoused and fulfilled our orders, which freed up our time. Sam made the transition easy and effective."



★★★★★

Tony Messer

Director of Pickaweb Ltd

"Their service has allowed us to focus on what we do best and we have saved hundreds of man hours, streamlined our delivery processes and increased customer satisfaction. I have no hesitation in recommending their services."



★★★★★

Ciaran Oliver

Director of Re:Signal

"Imagine a place where you don't have to work out the best way of sending things. Orders go both nationally and internationally without a hitch. Simply brilliant."

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THE OFFER

Your first month of pick, pack and storage is on us.

Anyone can tell you they are good. We would rather prove it. Use us for a month; if you love us, stay. If you do not, no hard feelings, and all you have paid is the expenses. Nothing to sign to try us; if you stay, it is a rolling contract with three months' notice. We take on a small number of new brands each month, so every one of them gets packed properly.

FREE FOR THE FIRST MONTH

- ✓ Our time and our people
- ✓ Your storage space
- ✓ Picking and packing
- ✓ Set-up and integration

YOU COVER

- ✓ Getting your stock to us
- ✓ Goods in, on our fixed card: £7.10 a delivery, then £1.75 a carton or 23p a unit (one or the other, never both)
- ✓ Postage, your carrier account or ours
- ✓ Outer packaging, yours or ours

Your first goods in is more than goods in

Up to sixteen hours of work for the same flat rate: a full stock audit, racking configured for your range, pick faces made up, every location labelled and barcoded, and your stock uploaded with the real numbers.

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MEET THE FOUNDER

Hello, I’m Sam.



I’ve spent more than fifteen years in fulfilment, and I believe it should be more than moving boxes from A to B. It should protect your brand experience, support your growth and give you the confidence and freedom to enjoy the business you’ve built.

For me, brilliant fulfilment is where maths, art and systems meet: numbers that stack up, an unboxing that means something, and every order right, every time.

I really love working in a long term partnership with brands and making a difference to the success of their businesses. When you find the right fit it makes working together such a pleasure.

If we’re not the right fit for each other, I’ll say so and point you to what will help. No pitch, no pressure.

Samantha Anderson

Founder, Order Fulfilment Experts. Packing for other people’s brands since 2011, from Stoney Lane, Rochester, Kent.

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Order Fulfilment Experts

ONE MESSAGE AND YOU ARE MOVING

Ready to turn unboxing into growth?

More time. More confidence. Parcels your customers photograph, and a partner who cares about your brand as much as you do.

info@orderfulfilmentexperts.co.uk

+44(0)1634 620 303

WhatsApp +44(0)7809 526 420

Book a call: calendly.com/sam-ofex/good-fit-call

First month of pick, pack and storage free. Nothing to sign to start. A reply within one working hour.



Kind regards, Sam.

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