



The
PACK & SEND
Franchise
Opportunity



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We offer a high value added franchise model in the specialised shipping niche with over 30-year global brand trust, and dedicated Head Office support.



An Introduction to PACK & SEND

PACK & SEND have been trading in Australia since 1993, with our first UK service centre opening in 2009, our franchise opportunity is an established business model that proves as differentiated and thriving in the UK as in its original market.

We specialise in servicing gaps in the logistics market that other companies are unwilling or unable to address. We

pride ourselves on offering solutions for customers who have complex or difficult packaging and freight needs.

At the heart of this opportunity is a business that excels in securely packing and safely sending items that are fragile, large, unusual, or valuable, and our customers range from private individuals to global brands.

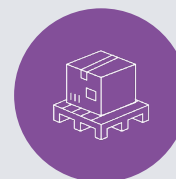


Our Key Customerbase

Our service centres are built around high-value consignments, fragile, large, unusual and valuable shipments that require expert packing, tailored carrier choice, and end-to-end handling with precision and confidence



**Furniture &
Oversized Goods**



Art & Antiques



IT & Electronics



**Medical & Lab
Equipment**

Why Customers Choose PACK & SEND

We pack and ship any fragile, large, unusual and valuable items with precision and confidence, and handle everything in between.

- Unparalleled range of freight services
- Specialists in packing services
- Warranty - Exclusive loss and damage protection
- Customer service excellence

Every Day Is Different

- No limits culture - we focus on customer delight
- Designing solutions for every customer, not just taking orders
- Mix of business and domestic customers
- Variety of items handled from precious antiques, designer artwork, lab equipment and more

Pack & Send collected, packed and shipped very fragile, valuable items, mostly cut glass, from N. Ireland to England. Everything was packed so well that breakages or damage was impossible to imagine, and everything arrived in perfect condition. These guys are outstanding professionals, and are friendly and quick in answering any query.



Pack & Send has been so helpful for my difficult shipping requests! As an artist sending work overseas for the first time I asked a million questions and went back and forth a few times about what the best options were. Alex and Kholbie were so patient and kind. The piece made it quickly and safely to the destination and I really appreciated all of their help.



Sixth time this year that I've use Pack & Send Cambridge to move lab equipment to New Zealand. Cannot recommend both Melanie & Simon for their service level and dedication to making every transaction simple.



Why Choose A PACK & SEND Franchise?



Specialised Shipping Focus

Specialising in packing and shipping fragile, large, unusual and valuable items—a lucrative niche often avoided by standard carriers.



Highly Valued Service

A value-led model built around premium, value-added services and exceptional customer care, delivering high-impact solutions for both B2B and retail customers.



Global, Proven Legacy

Partner with an internationally renowned brand with a successful 30-year franchising history.



Training & Development

Through training, supporting and sharing of best practises across the worldwide group, we empower our franchise partners to excel throughout their entrepreneurial journey.



Quick Start Business

Our proven systems and in-house marketing support, allows for quick opportunities in addition to your own sales efforts.

Your Return On Investment

A PACK & SEND franchise presents an opportunity for high return on investment due to the high gross margin model and high average transaction values.



The initial investment for a PACK & SEND franchise is £34,995, which includes comprehensive support and the tools you need to launch and grow a successful business.

Onboarding & Training

You will receive extensive onboarding and hands-on training at our flagship store, delivered by our Training Manager, Phil, who brings over 20 years of experience with the brand. This practical training ensures you are fully equipped with the knowledge and confidence to operate your business from day one.

Industry-Leading Technology

Over recent years we have made significant investments in our proprietary technology platforms to ensure our franchise partners remain competitive and efficient. These systems streamline operations, improve customer experience, and help drive business growth.

GMX – Lead & Enquiry Management System

Our GMX platform manages incoming leads and customer enquiries while integrating seamlessly with our global carrier partners, enabling you to efficiently process shipments and maximise opportunities.

SalesSpeak CRM

Our dedicated CRM system helps you nurture existing customers while identifying and generating new business opportunities. You will receive full training from our marketing team to ensure you can maximise the platform's capabilities.

Comprehensive Marketing Support

From day one, our in-house marketing team will support you with both local and national marketing activity. This includes campaigns designed to build brand awareness, attract new customers, and support long-term customer retention.

Please note that additional fees may apply for advanced marketing and lead generation initiatives.

Network Sales & Operations Support

Our dedicated Network, Sales & Operations team will support you throughout your journey. Once you join the network, you will be assigned a dedicated Business Development coach who will guide you through onboarding and provide ongoing support. This includes on-site training, regular store visits, and expert advice on sales performance and day-to-day operations to help ensure your store reaches its full potential.

Store Performance

- ✓ **High gross margins**
In excess of 60% margins
- ✓ **Average order value**
£420
- ✓ **Average monthly quotes per store**
130
- ✓ **Average turnover**
£300,000



The Support behind your success

When you join the PACK & SEND network, you benefit from a proven business model backed by industry expertise, powerful technology, and a dedicated support team. Our comprehensive support structure is designed to help you launch confidently, grow your customer base, and build a successful long-term business.

Industry-Leading Training

Our comprehensive training programme equips you with everything you need to confidently launch and run your PACK & SEND business. Training combines classroom learning, hands-on experience in a live operational store, and continued support after launch. From specialist packing techniques to sales, customer service, and business management, you'll gain the knowledge and practical skills needed to succeed from day one.

Professional Marketing Support

You'll have access to a wide range of professionally designed marketing collateral to help you promote your business locally. This includes brochures, sales materials, digital assets, social media resources, and point-of-sale materials. Our in-house marketing team also manages national campaigns and brand promotion, helping to drive awareness, attract new customers, and support network-wide growth.

Financial Insights and Benchmarking

Understanding your performance is key to building a successful business. Our reporting tools provide clear financial insights and allow you to track key performance metrics. You'll also benefit from benchmarking data across the franchise network, helping you identify opportunities for growth and measure your performance against top-performing centres.

Knowledge at Your Fingertips

Our powerful online knowledge base provides instant access to operational guidance, training materials, and best-practice resources. Whether you're managing a complex shipment or exploring new sales opportunities, the information and support you need is always available.

Advanced EPOS & Job Management System

PACK & SEND partners benefit from our proprietary EPOS and job management platform, developed specifically for the shipping and logistics sector. This powerful system enables you to efficiently manage quotes, customer orders, shipments, invoicing, and carrier integrations—helping streamline operations and maximise productivity.

Specialist Packing Expertise

Handling fragile, large, valuable, or unique items is at the heart of the PACK & SEND offering. As a franchise partner, you will gain access to specialist packing techniques, materials, and processes that enable you to safely ship items many standard courier services cannot handle. This expertise opens the door to higher-value shipments and niche markets.

First Year Marketing Support Guarantee

Dedicated Head Office Support

Our Head Office team works closely with franchise partners to ensure they have the support they need to succeed. From operations and training to marketing and business development, you'll have access to experienced professionals who are committed to helping you grow and develop your business.

Proven Operational Systems

Our comprehensive online operations manuals provide clear guidance across all areas of the business, from day-to-day operations and logistics processes to customer service and sales best practices. These systems ensure consistency, efficiency, and high standards across the entire network.

Brand-Generated Leads

PACK & SEND invests in national marketing and digital lead generation to help drive enquiries to the network. Through our trackable lead management system, these enquiries are distributed to franchise partners, providing valuable opportunities to win new customers and grow your business.

Brand-Generated Leads

PACK & SEND recognise the importance of driving early sales growth through the effective marketing of a new Service Centre. For that reason PACK & SEND UK Ltd will double the marketing expenditure of the Franchisee in its first year of trading in order to help promote the business and grow its local brand awareness. The marketing team also support you by priming the area through marketing initiatives before you open your doors to support your early success.



Core Features that set the Model A



A "Solution-Focused" Business

The opportunity to be a problem-solver in a high-growth logistics sector, building long-term relationships with customers like auction houses, medical centres, eCommerce businesses and artist galleries that translate into consistent repeat business and strong annual growth.



Scalability

Your high value services like custom packing, specialised logistic handling and multi-modal shipping will grow through creating operational efficiencies and your proactive entrepreneurial mindset as your business scales.



An Established, Respected Brand

Leverage a globally recognised brand offering the confidence and stability of a mature, global network. As part of the Fortidia group, we have a reach across 57 countries and over 3200 stores, offering a strong foundations and bulk buying power with our suppliers.



Learning & Development

Franchise partner training is extensive and ongoing. Initially class based, you will then move to further on-site training. In addition you will receive support throughout by your dedicated support manager, regular webinars and 24 hour access to our unique trainings platform. Training doesn't start and finish with the operations of the business. You will have access to training, designed to support you in your entrepreneurial and leadership growth.



Launch with impact

Leverage instant market reach through a recognised brand, backed by a dedicated marketing team driving consistent demand. Purpose-built Pack & Send systems, combined with strong inbound lead generation and proactive outbound sales support, let you launch quickly and scale effectively.

Your Opportunity Starts Here

For ambitious individuals looking for a new challenge, a PACK & SEND franchise offers the opportunity to build a rewarding business within the fast-growing logistics and shipping sector.

Backed by a globally recognised brand and part of the wider Fortidia Group network, PACK & SEND combines a proven business model with industry-leading technology, specialist services, and comprehensive support.

As a franchise partner, you'll provide essential shipping and logistics solutions to both individuals and SMEs—helping customers move fragile, valuable, large, or unique items safely across the UK and around the world. With e-commerce continuing to grow and businesses increasingly reliant on reliable logistics partners, demand for these services has never been stronger.

What makes PACK & SEND particularly attractive to entrepreneurs is the balance of independence

and support. You'll run your own business, build your own customer base, and grow your local reputation, while benefiting from the expertise, systems, and guidance of an established international network.

From industry-leading training and advanced technology platforms to national marketing campaigns and operational support, every element of the PACK & SEND franchise model is designed to help you succeed. Whether you come from a corporate background, have previous business experience, or are looking for a fresh start as an entrepreneur, our structured approach ensures you have the tools and support needed to grow a sustainable and profitable business.

If you're motivated, customer-focused, and ready to take control of your future, a PACK & SEND franchise could be the opportunity you've been looking for.



Your Journey to Becoming a PACK & SEND Franchise Partner

Our recruitment process is designed to ensure you have all the information, support, and guidance needed to make an informed decision. Each stage allows you to learn more about the opportunity while we get to know you and your ambitions.

1. Initial Enquiry & Information Pack

Once you register your interest, our franchise team will send you a comprehensive information pack, including the franchise brochure and application guide.

This provides a clear overview of the PACK & SEND business model, the investment required, and the growth opportunity available before progressing further.

2. Introductory Discovery Call

After submitting your enquiry, a member of our franchise team will arrange an introductory call to learn more about you. During this conversation we'll discuss your background, experience, motivations for joining the PACK & SEND network, and your preferred location.

We will also explain the financial requirements and initial investment involved, including franchise fees, shop fit-out costs, and the technology platforms that support the business.

3. Detailed Meeting & Business Overview

You will then be invited to book a meeting with our Franchise Recruitment Manager.

This session provides a deeper insight into the PACK & SEND business model, covering the licence process, market demand, financial structure, and the day-to-day realities of running your own centre.

4. Business Plan & Location Planning

At this stage, you will receive our business plan template and begin developing your own growth plan with the guidance and support of our team.

You will also be introduced to our systems and begin exploring suitable premises options, local market demand, and the specific requirements for your PACK & SEND centre.



6. Final Approval & Executive Interview

Once your business plan has been approved, you will receive a copy of the franchise agreement along with documentation to confirm the details of your new business.

You will also attend a final executive interview with our Group Managing Director, Michael Gratton. Michael personally welcomes new franchise partners to the network and this is a great opportunity to ask any remaining questions about the business or our wider franchise group.

5. Attend our optional, but highly recommended discovery day

If its feasible for you, you'll be invited to join us at head office to meet with the teams who will be supporting your business journey in person and meet with them all individually to delve deeper into the support they provide. Including Marketing, Network Sales & Operations and Learning & Development. You'll also have the opportunity to review your business plan in person with our Franchise Recruitment Team and get a feel for the business you'll be joining.

7. Contract Signing Welcome to the Network

The final step is signing your franchise agreement. At this point you officially begin your journey as a PACK & SEND franchise partner and entrepreneur.

With full onboarding, training, and launch support from our team, you'll be ready to open your PACK & SEND centre and start building your business with confidence.



Start Your Franchise Journey Today





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VISIT, CALL OR VIEW US ONLINE



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