

Welcome to RIOZ

We offer solutions and services across the entirety of the supply chain. Specialising in Omni-Channel fulfilment solutions, Global freight forwarding, transportation, Customer service and storage and distribution.

Our approach is personal, ensuring that we understand and cater to your specific requirements. We create tailor-made solutions to address your unique logistical challenges. There isn't anything we can't do.

Our services are designed to provide you with the flexibility and agility you need to adapt to ever changing business demands. We aim to be more than just a service provider – we strive to build strong and trusted partnerships with our clients.

Our Unwavering Values

At the heart of RIOZ is an unshakable belief that our core values are not just a list on a wall, but a vital roadmap to our triumphs. They direct our everyday actions and are key to delivering an exceptional experience for you, our customer...



1) ADAPTABILITY

The modern business world is like a roller coaster ride, full of unexpected twists and turns. Your needs as a customer are always evolving, and so are we. Our adaptability allows us to match your pace, ensuring we never miss a beat in serving you exactly how you need us.

2) FRIENDLINESS

(A human approach to business)

We believe in the power of human connection, which is why we cherish friendliness and open dialogue. Our team has been borne out of many friendships. This strong team bond is often recognized by our clients, and we extend the same warmth to everyone we work with.

3) PERSEVERANCE

Brexit, Covid, inflation, recession: these are scary words in any industry, especially ours. At RIOZ, we have welcomed the challenges laid before us. This tenacity empowers us to overcome obstacles, bringing us closer to our goals. Resilience equips us with superior risk management, an unwavering focus, and a high likelihood of achieving our objectives.

OUR VALUES, YOUR GAIN

Our values don't just live within us; they flow outward and benefit you in myriad ways. Trust is the bedrock of any relationship, and when you know we are adaptive, warm, and determined, your faith in us grows. This confidence forms a bond that's the lifeline of our business relationship. Our testimonials are evidence that we practice what we preach.

Warehousing and fulfilment



Operating from our brand new state of the art warehouse in Pease Pottage, our innovative technology seamlessly connects with major eCommerce platforms, streamlining order and inventory management to eliminate the risk of overselling. Gain real-time insights through our user-friendly online portal, empowering you with up-to-the-minute information.

But it's not just about the technology; our exceptional team plays a pivotal role too. Acting as an extension of your brand, they ensure that each order reflects your identity flawlessly.

In the rapidly expanding world of eCommerce and retail, maintaining impeccable customer service and efficient, accurate and speedy fulfilment has become paramount. Handling everything in-house is no longer sustainable. That's where outsourcing fulfilment becomes your key to success. By entrusting this crucial aspect to us, you'll not only free up valuable time and resources but also have the opportunity to focus on what you do best – running your business!

Embracing technology is vital in the realm of eCommerce and fulfilment. From inventory control to order dispatch, technology has the power to revolutionize these processes, ensuring swift, accurate fulfilment and sharing of information that truly enhances your customers' experience.

We understand that outsourcing fulfilment can seem like a daunting prospect. However, rest assured, we are here to guide you through a seamless transition, making the process effortless and stress-free.

- Comprehensive B2C and B2B Multi-Channel Fulfilment and Returns Solutions.
- Effortless integration of our cutting-edge technology with your ERP, WMS, or eCommerce platform.
- Dedicated on-site teams of experienced quality control and rework specialists.
- Versatile storage options, including pick bins and hanging solutions.

Freight forwarding



In the highly competitive freight industry, the constant pursuit of cheaper alternatives is a prevailing reality. However, at RIOZ, we differentiate ourselves by prioritizing service and enhancing the overall customer experience.

- Sea Freight
- Rail Freight
- Air Freight
- Road Freight
- Customs Brokerage

While we strive to offer competitive rates, our primary focus lies in seamless communication and collaborative efforts aimed at meeting deadlines and keeping customers informed along the way. We understand the significance of going above and beyond, which is why our dedicated teams are always prepared to work outside regular hours to maximise the probability of achieving our targets.

By leveraging our in-depth knowledge and understanding of customs regulations, we can identify and apply all applicable deductions to help you achieve maximum savings. Rest assured that all our actions are conducted in a fully compliant manner, ensuring that your declarations align with the prevailing legal framework.

Customer Service

Elevate Your Customer Experience with Streamlined Service:

Revolutionise your customer service by partnering with us. We go beyond just warehousing and fulfilment – we propose handling your customer service directly, creating a smooth, efficient experience for both you and your customers.

Eliminate the back-and-forth communication between your brand, your customer service team, and our warehouse. By consolidating it all under our roof, we cut two steps from the communication chain, ensuring lightning-fast response times and flawless resolution of inquiries. We can white label our offering so to your customers it seems as though they are dealing directly with your brand.

Benefits you'll see:

- **Increased Efficiency:** No more lost time in handoffs, just immediate action on customer concerns.
- **Shorter Response times:** Faster resolutions lead to happier customers and fewer escalations.
- **Reduced Costs:** Streamlined operations translate to cost savings for your business.
- **Improved Brand Perception:** Efficient and personalised service reflects positively on your brand.
- **Enhanced Customer Satisfaction:** Happy customers stay loyal for longer and leave positive reviews.

Let us handle the customer service while you focus on what you do best: running your brand.

Testimonials

Customer experience and satisfaction is extremely important to us and we believe that the true measure of success lies in the satisfaction of our valued customers. Don't just take our word for it – hear what they have to say!

Our exceptional products, unparalleled service and unwavering commitment have garnered positive feedback and testimonials.

"Rioz Global is the most reliable and trustworthy freight and logistic company we have ever worked with. Rioz has been incredible from the day we partnered with them, they're efficient, approachable and understand their clients' needs. Rioz is not just a logistic company, they have created a friendly working environment for their staff and easy for their clients to visit when needed."



Cho Shoo Kee
Commercial Director Kat
Maconie

"At all touch points with Rioz Global you come away with the same feeling, they actually care about their customer and providing the best service they can. This sets them apart from other logistic and warehouse providers in the UK. Always going above and beyond to meet our needs, I wouldn't trust our business with anyone else."



Simon Goodfellow
Chief Commercial Officer
Symphony Holdings
Limited

"We have been so happy growing with you, you have supported our growth enormously and we really appreciate all you have done to accommodate us."



Martine Rose
Founder of Martine Rose
Label

"We are a small high end fashion brand and have been working with Rioz for nearly a year. We really appreciate the effectiveness of Rioz's super friendly team, who deal with our orders with care and speed. The visit to their clean and organised warehouse filled me with confidence to leave our high value stock in their very capable hands, such a refreshing difference to the other fulfilment centres we have visited and worked with."



Anna Scholz
CEO annascholz Ltd

Pricing



Thank you for your interest in using our services. We are pleased to provide an outline of our pricing and other information which may help to inform you further. Please reach out if you have any further questions.

Our fulfilment pricing (Please note pricing subject to volumes)

eCommerce Fulfilment – Pick and Pack

Price per order (includes first item) - £1.35

Price per each additional item – £0.35

B2B Fulfilment – (if required)

Pick and Pack per item - £0.50

Order management per order (includes booking on retailer portals) - £10.00

Palletise an order – per pallet - (Includes the pallet and shrink wrap) - £20.00

Returns

Price per return (includes first item) - £1.35

Price per additional item - £0.35

Storage

Pallet per week - £3.00

Pick bin per week (1 pick bin per active SKU) - £0.35

General warehouse services

Goods in – Packages and boxes – FREE

Goods in – Palletised - £3 per pallet

20 ft container unload - £150

40 ft container unload - £285

Ad hoc tasks, QC inspections, stock takes etc - £25 per hour

Administration

Account set up – FREE

eCommerce integration – FREE

Branded dispatch note per order – FREE

Monthly management – FREE

Final Mile Postal Pricing

Royal Mail Parcel up to 30kg-Dims: 61 x 46 x 46cm

Please note prices exclude 8% fuel surcharge and VAT

Tracked 24 - £4.40

Tracked 48 - £3.90

Tracked Returns parcel 48 – £4.00

Royal Mail Small parcel 2kg – Dims 45 x 35 x 16cm

1st class - 24 - £3.69

2nd Class - £2.99

Royal Mail Medium Parcel – 20kg – 61 x 46 x 46cm

1st class - 24 - £6.29

2nd Class - £5.49

Courier – DPD - (Next business day – Tracked delivery)

Please note prices exclude 15% fuel surcharge and VAT

Parcel - £6.45 per consignment up to 10kg, then £0.50 per kg

Express Pack1 £5.45 per bag - 35 x 25 x 3.5cm

Express Pack2 £5.65 per bag - 50 x 38 x 5cm

Carrier Charge £0.30

Congestion charge £0.90

Packaging

We can source all boxes and packaging as required or, for branded packaging, we can also use your preferred supplier or source for you. Once we have identified your specific packaging requirements, we will be pleased to provide you with a bespoke quotation; based on special rates we are able to offer our fulfilment clients.

Order Submission

eCommerce Channel Integration

RIOZ provides integration with all major eCommerce sales channels and markets. We will need your site credentials for each channel and the integration will be for use immediately. Our onboarding process will identify if you have any specific order filtering requirements, e.g. by SKU, country, order price, etc.

Manual Order for Entry

Orders can also be manually entered via our Client Portal or uploaded using pre-defined csv files.

Order Cut-off times

DTC & eCommerce Orders

Orders received up to 2:30pm each business day will be scheduled for same-day processing.

Orders received after 2:30pm will be scheduled for next business day processing.

Orders received at weekends and public holidays will be scheduled for next business day processing.

Trade and Wholesale Orders

Depending on item quantities involved, we aim to process all orders daily, Larger trade orders may need to be scheduled in accordance with required delivery dates.

Account Set-up

Fulfilment Agreement

Once you have decided to go ahead with us, we will issue our fulfilment and warehousing agreement to be signed by both parties prior to commencement of activities. The agreement outlines our terms of business.

Onboarding

Your designated account manager will welcome you on board and take you through the remaining steps to activate your account. This includes setting up any required order integration and uploading your logo, products and SKU data to our system.

Any special packing requirements will be identified with you, documented and communicated to our fulfilment operations teams. Our Quality Control team will closely monitor all initial activity and share any early observations, recommendations or concerns.

We will provide you with secure credentials to access your client portal, where you will have 24x7 real-time access to your product inventory and customer order information. Client portal training and support will be supplied by your account manager.

Billing and Payment

All transactions are invoiced Monthly. Where agreed, our credit terms on warehousing and freight charges are 30 days net. However, credit terms on final mile courier invoices will either be 14 or 7 days depending on the chosen courier.

Except as otherwise agreed in writing, signed by a director of Rioz Global Ltd, all storage, picking and packing services are carried out subject to the United Kingdom Warehousing Associations conditions of contract current at the time of contract – (UKWA) Copies of these terms and conditions are available upon request.