



## PRESS RELEASE



### **Amtrak's speedier home deliveries for Comet**

*Bristol, UK – 24 August 2004...* Comet has awarded a major contract to Amtrak Express Parcels as part of moves to improve home delivery services. Amtrak will be delivering Comet's small electrical and electronic items, working alongside existing carrier Parcelforce and Comet's own fleet that handles larger goods. Comet makes 13 million sales a year and with home deliveries increasing, peak volumes reach 7000 parcels a night.

Comet selected Amtrak in order to add more flexibility and improve customer service, benefiting from Amtrak's timed next day deliveries and an extended day from later pull-out from despatch. Comet has seen a big increase in sales via the Internet and Amtrak will deliver many of the goods ordered via the Comet website.

Comet stock much of their 'one man' delivery items like phones, PDA's and small vacuum cleaners at their Corby Distribution Centre. Evening collections are arranged by the nearby Amtrak office in Nottingham with trunking direct to the Amtrak hub near Birmingham. Amtrak then deliver next morning through their 100-strong depot network.

"Customer expectations on deliveries are higher than ever and with web orders in particular. Amtrak is a home delivery specialist and are well set up for a fast response service allowing us to get orders to the doorstep that much quicker. It is all part of a strategy to provide industry-leading customer service" says Nick Cox, Comet's Home Shopping Fulfilment Manager.



Comet has more than 250 stores throughout the UK which offer a wide range of the most up to date home electricals at 'Every Day Low Prices'. Comet is now part of KESA Electricals following a demerger from Kingfisher last year. KESA is Europe's third largest electricals retailer, operating 790 stores across seven European countries. The company holds the market leading positions in France through Darty and BUT and is number two by sales in the UK market with Comet. It also has leading positions in Belgium and the Czech Republic and Slovakia.

**For more information contact Jane Hart at Amtrak, Tel: 0117 933 7725**

**Please fax colour separation requests to Robert Peel on fax no 01666 824668**