

## Q5 Comparing the shopping experience you had with your MeloYelo agent to the experience you had when looking at other brands, what did you like most about the MeloYelo shopping experience?

Answered: 319 Skipped: 7

#	RESPONSES	DATE
1	Tony was easy to deal with and we trusted him	3/16/2022 2:06 PM
2	Personalised service. The agent met us at a place of our choosing and delivered bike to our home address.	3/10/2022 6:57 PM
3	Easy to deal with	3/9/2022 9:04 PM
4	His knowledge	3/5/2022 8:03 AM
5	Vera Nelson went the extra mile to be helpful, including delivering the e-bike to my home and promising attentive follow-up if any issues found.	3/4/2022 6:39 PM
6	Easy and no hard sell. Relaxed environment	2/26/2022 4:16 PM
7	Wasn't hard sell at all. Test ride was no problem - other place didn't offer	2/25/2022 4:45 PM
8	It was well informed and not pressured.	2/25/2022 1:30 PM
9	Great service	2/25/2022 8:58 AM
10	All my research was online	2/24/2022 9:39 PM
11	Felt comfortable in the shop.	2/24/2022 8:54 AM
12	Agent was focussed on just us rather than a shop selling a range of items	2/24/2022 8:05 AM
13	The knowledge and friendly nature of staff, and their efficiency with services and helpfulness when making phone call inquiries.They weren't rushed explaining the workings of the bikes either.	2/23/2022 7:36 PM
14	AWESOME ! Fantastic! E-Mega Shop in Cranford Street, Christchurch, NZ Customer Service 100%	2/23/2022 6:29 PM
15	Bike was delivered and demonstrated	2/23/2022 4:19 PM
16	local agent with knowledge of the product who gave advice freely	2/23/2022 12:17 AM
17	Very approachable, and knowledgeable	2/22/2022 4:28 PM
18	feed back from others	2/22/2022 3:23 PM
19	Being able to try with no pressure to buy	2/22/2022 10:46 AM
20	I could try out the bike the next day from calling	2/22/2022 10:28 AM
21	The personal and genuine interest touch	2/22/2022 10:17 AM
22	No pressure, time to decide	2/22/2022 8:57 AM
23	The dedication of Vera to meeting our needs.	2/21/2022 9:04 PM
24	Face to face honesty	2/21/2022 7:18 PM
25	Individual attention, felt listened to	2/21/2022 7:18 PM
26	Local accessibility, friendly and informative, also able to have a decent trial ride out on a country road.	2/21/2022 7:13 PM
27	As already explained my agent was in no hurry and made the decision very easy due to the	2/21/2022 5:39 PM

	fact that he took the time to explain everything and I was able to have a decent ride before making up my mind.	
28	Took time to listen & answer questions	2/21/2022 4:54 PM
29	The website was the first part on my venture with MeloYelo and had good response and also contacts local given to me.	2/21/2022 4:47 PM
30	Very helpful friendly agent	2/21/2022 4:13 PM
31	Tony's genuine interest in the products	2/21/2022 3:36 PM
32	Openness and clarity of delivery when explanations were sought.	2/21/2022 3:24 PM
33	Thorough knowledge of the brand	2/21/2022 2:57 PM
34	He appeared to listen to my requirements, was friendly, efficient and offered to go above and beyond, by delivering my bike to me. We also bought a rack, which he fixed our supplementary plate to before delivering it	2/21/2022 2:50 PM
35	They were far more helpful, as I have a few health issues this suited me better with the walk function and a throttle.	2/21/2022 1:59 PM
36	Agent was helpful. I was upfront that I was looking at purchasing the bike someone had won in a competition and he wasn't fazed. The website was excellent. Lots of information. I liked that technical support was available.	2/21/2022 11:05 AM
37	Vera was amazing so nice an helpful. Some other shops such as evo did not offer good sevice an i felt they wernt intrested in helping me	2/21/2022 10:05 AM
38	The other brands seemed way out of my price range.	2/21/2022 10:00 AM
39	His knowledge and advise on what we needed	2/21/2022 9:58 AM
40	Local, came to me.	2/21/2022 9:56 AM
41	Knowledge of the salesperson	2/21/2022 9:46 AM
42	It felt more personnel	2/21/2022 9:22 AM
43	He was very knowledgable and helpful	2/21/2022 8:37 AM
44	One on one service, information available for the individual needs	2/21/2022 8:01 AM
45	Malcolms knowledge and relaxed but impressive sales pitch.	2/21/2022 7:30 AM
46	Very personal and easy test riding	2/21/2022 7:08 AM
47	Helpful and knowledgeable Staff	2/20/2022 10:16 PM
48	DID NOT GO TO ANY OTHER SHOPS	2/20/2022 9:48 PM
49	Friendly, helpful advice.	2/20/2022 5:08 PM
50	The best	2/20/2022 4:33 PM
51	Felt more comfortable asking questions about the bikes with our agent rather than with the staff in the bike shops. We were able to test ride the bikes on two occasions which helped us in deciding MeloYelo bikes were for us.	2/20/2022 2:10 PM
52	I had not looked at other brands, but Nigel and his wife were great, delivering the bikes to test ride, (my friend and I test rode the same time), he communicated after the order to keep us up to date with delivery date.	2/20/2022 9:44 AM
53	Other suppliers rubbished everyones brand, MeloYelo only promoted theirs without rubbishing other brands. A sign for us of a good company!	2/20/2022 9:05 AM
54	Agent lives nearby	2/20/2022 8:23 AM
55	Helpful staff	2/20/2022 8:02 AM
56	Had a great test ride trying out all in the Melo yelo range	2/20/2022 7:25 AM
57	Very attentive,helpful,responsive	2/20/2022 12:51 AM

58	friendly and informative	2/19/2022 8:00 PM
59	The CEO taking control when we had concerns around the delivery tim3s of one of our bikes.	2/19/2022 6:13 PM
60	Availability able to test ride	2/19/2022 5:34 PM
61	Malcolm knows how the whole package can come together	2/19/2022 5:29 PM
62	They where keen to show me features and benefits and happy for me to take a ride. Friendly and helpful with other options. Changes to the colour was happily actioned.	2/19/2022 5:05 PM
63	Friendly prompt service and availability of purchase of bike.	2/19/2022 4:35 PM
64	Easy shopping	2/19/2022 4:07 PM
65	quick and friendly	2/19/2022 3:55 PM
66	Personal and helpful service	2/19/2022 3:32 PM
67	Helpful, informative but not pushy, made recommendations	2/19/2022 2:23 PM
68	live close to agent, and was offered a test ride	2/19/2022 2:14 PM
69	price of the bike and knowledge of the staff	2/19/2022 1:07 PM
70	So easy	2/19/2022 12:30 PM
71	Very helpful and knowledgeable about the product	2/19/2022 11:40 AM
72	Very obliging ,free freight to residence offered, follow up after purchase very efficient.	2/19/2022 11:21 AM
73	Friendly and helpful.	2/19/2022 11:03 AM
74	Personal attention from knowledgeable rep	2/19/2022 10:22 AM
75	no pressure to buy was appreciated and earned my respect	2/19/2022 10:09 AM
76	A good experience with Melo Yelo, but I have found all bike shops to be helpful.	2/19/2022 9:53 AM
77	Friendly	2/19/2022 9:53 AM
78	Just seemed right	2/19/2022 8:28 AM
79	Ebikes and Mobility in Paraparaumu answered all my questions and allowed me to go on a local track for a test run. Being local was also a determining factor.	2/19/2022 8:20 AM
80	My local agent is very helpful,no pressure,answered all questions,	2/19/2022 7:48 AM
81	no bullshit	2/19/2022 7:38 AM
82	Personal service and Nation wide network.	2/19/2022 7:15 AM
83	Agent was very knowledgeable on the melo Yelp bikes	2/18/2022 10:28 PM
84	friendly	2/18/2022 10:16 PM
85	Honesty and had time to explain the ins and outs	2/18/2022 10:00 PM
86	One on one focus	2/18/2022 9:45 PM
87	Most probably the personal contact.	2/18/2022 9:45 PM
88	Relaxed environment and the opportunity to try out and compare models. Great colours too.	2/18/2022 9:36 PM
89	The experience of the agents, assistance & advice, very helpful.	2/18/2022 9:30 PM
90	Friendly and non pushy	2/18/2022 9:16 PM
91	We did it all on line. We found. Everything we needed about the bike on line. Checked out reviews across the globe on all brands. The test ride involved talking with the local agent which was great but we had already made up our mind to buy before we arrived.	2/18/2022 9:16 PM
92	Easy	2/18/2022 9:04 PM
93	The sales person was so good at explaining everything about the bike	2/18/2022 8:55 PM

94	Good experience and information provided by sales person	2/18/2022 8:42 PM
95	Once I had decided what I wanted ( melo yelo ascent) I walked in and purchased it .	2/18/2022 8:41 PM
96	Our agent was very informative and knowledgeable on the bikes	2/18/2022 8:11 PM
97	I was taken on a personalised bike ride and my husband was able to come along. I got to try 4 different bikes which was amazing.	2/18/2022 8:09 PM
98	Friendly service, gave us a discount when we purchased 2 together	2/18/2022 7:58 PM
99	There was no shopping experience. Having made my decision I phoned David and went from there.	2/18/2022 7:40 PM
100	Only went to one agent.	2/18/2022 7:27 PM
101	Relaxing chat outside his garage and able to have a long try ride	2/18/2022 7:23 PM
102	Personal service provided	2/18/2022 7:22 PM
103	More personal and no sales pressure	2/18/2022 7:16 PM
104	The ease of finding specifications & information on website and great personal touch sales person who is knowledgeable	2/18/2022 7:14 PM
105	He had a full range of bikes for us to choose from.	2/18/2022 6:54 PM
106	Great kiwis to deal with	2/18/2022 6:41 PM
107	more personal experience. not just trying to sell you something in a shop	2/18/2022 6:00 PM
108	It was personal and friendly available at times other places would be shut	2/18/2022 5:57 PM
109	The agent david morrison jones from nelson explained fully in detail about the bike what it can do we wanted to rides on all the trails .i love my bike i have just the lake dunstan trail and .y bike performed beautifully thank you mello yello	2/18/2022 5:57 PM
110	I left a ph message to see when I could look at. He rang back and answered questions and said he would come to our house and we could ride them.	2/18/2022 5:54 PM
111	Helpful and knowledgeable	2/18/2022 5:53 PM
112	Only looked on line	2/18/2022 5:53 PM
113	Agent was friendly and helpful	2/18/2022 5:44 PM
114	Time spent with agent, didn't seem disinterested or distracted.	2/18/2022 5:42 PM
115	value for money and background of people involved in company	2/18/2022 5:41 PM
116	Individual agent	2/18/2022 5:11 PM
117	NA	2/18/2022 5:07 PM
118	Very friendly, cheerful and knowledgeable	2/18/2022 5:05 PM
119	Single brand	2/18/2022 5:01 PM
120	Agent was very good	2/18/2022 4:36 PM
121	Very easy	2/18/2022 4:32 PM
122	Very informative	2/18/2022 4:17 PM
123	Very thorough advice on which bike was suitable for my experience and future trips	2/18/2022 4:15 PM
124	Being able to view the bikes and having the agent explain all aspects of the Meloyelo brand and also being able to trial them on the road (not just around a bike shop car park).	2/18/2022 4:13 PM
125	The local representative was very helpful and provided great guidance	2/18/2022 3:40 PM
126	having a test ride with the agent Nigel he pointed out all the different things with the bike and helped me understand all the gears etc	2/18/2022 3:32 PM

## MeloYelo Customer Survey

## SurveyMonkey

127	N/a	2/18/2022 3:25 PM
128	He explained about e-bikes in a manner that I could understand.	2/18/2022 3:13 PM
129	We talked a common language - no BS or sales talk.	2/18/2022 2:54 PM
130	Availability, agents product knowledge	2/18/2022 2:45 PM
131	The knowledge Franc had at bike pro And the promise of follow up service.	2/18/2022 2:45 PM
132	didnt go looking at other brands, but on searching on google, mello yello Ascent was our choice of bike.	2/18/2022 2:38 PM
133	It was personal	2/18/2022 2:33 PM
134	Price & good advise & willingness to help me.	2/18/2022 2:23 PM
135	Peter was friendly and knowledgeable which impressed me	2/18/2022 2:17 PM
136	Agent was friendly and helpful and clearly knew what he was talking about.	2/18/2022 2:08 PM
137	The willingness of the agent to encourage me to ride the different models on the trails versus around a carpark	2/18/2022 1:48 PM
138	N/A	2/18/2022 1:46 PM
139	Fairly straightforward, easy to book a test ride. When we visited other stores they didn't have the bikes that were advertised to try out.	2/18/2022 1:44 PM
140	Knowledgeable dealer but not hard sell. The focused trial ie 2 hour ride with dealer.	2/18/2022 1:40 PM
141	Very helpful with there service plus able to go anytime and ask mechanic questions.	2/18/2022 1:39 PM
142	Seemed about the same actually.	2/18/2022 1:38 PM
143	Very helpful agent and great service and advice.	2/18/2022 1:30 PM
144	Shane was very helpful and knowledgeable. Nothing was a bother.	2/18/2022 1:25 PM
145	they were available to talk	2/18/2022 1:20 PM
146	The agent was very helpful and I was able to ride a couple of Meloyelpo bikes	2/18/2022 1:11 PM
147	Excellent	2/18/2022 1:03 PM
148	graham was on to it and provided the service we expected	2/18/2022 12:56 PM
149	Home trial	2/18/2022 12:44 PM
150	Being able to try out in a open area and being able to try different models at same time	2/18/2022 12:42 PM
151	Very personal. Just a phone call away, dealing with the same person.	2/18/2022 12:42 PM
152	N/A	2/18/2022 12:42 PM
153	The personal service	2/18/2022 12:39 PM
154	The personal touch also not having a big franchise	2/18/2022 12:35 PM
155	the time taken and very personal service total lack of pressure in any regard	2/18/2022 12:30 PM
156	Local agent who knew what he was talking about.	2/18/2022 12:29 PM
157	Price competitive, good features (battery/motor/lights/suspension), able to test ride	2/18/2022 12:27 PM
158	Personal touch	2/18/2022 12:24 PM
159	By the time I went to the store, I had already decided to get a melo yelo.	2/18/2022 12:13 PM
160	Was able to have a test ride.	2/18/2022 11:57 AM
161	Good and helpful	2/18/2022 11:54 AM
162	no mucking around here it is have a ride	2/18/2022 11:50 AM
163	The guy took the time to talk us through everything about the bike. He didn't rush us.	2/18/2022 11:46 AM

164	Personal and took time to answer questions or go and find answers if he didn't know	2/18/2022 11:43 AM
165	I found most shops ok but they didn't have the stock at the time I was looking.	2/18/2022 11:42 AM
166	Being able to test the bike on a suburban street and cycle way. Talking about a specific brand of bike.	2/18/2022 11:40 AM
167	The proprietor was honest and genuine with his descriptions	2/18/2022 11:38 AM
168	Great service, good information and encouragement to try the bike on several different terrains	2/18/2022 11:38 AM
169	Personal one on one	2/18/2022 11:35 AM
170	the guy i brought bike of was really help full and have reccommend people to buy mello yelow bike from this agent	2/18/2022 11:34 AM
171	In a suburb close by, therefore any help/assistance/repairs were also close by.	2/18/2022 11:28 AM
172	It arrived promptly	2/18/2022 11:24 AM
173	One on one personality.	2/18/2022 11:22 AM
174	Local agent	2/18/2022 11:21 AM
175	The young man who explained to me about the bike was very good with his explanations and informative.	2/18/2022 11:11 AM
176	the help given to set the bike up to suit me and the knowledge given about the different bikes and set ups with different seats handle bars at lots of other tips.	2/18/2022 11:10 AM
177	Great 1-1 service	2/18/2022 11:09 AM
178	In stock	2/18/2022 11:06 AM
179	the agent	2/18/2022 10:59 AM
180	Ability to test ride before buying	2/18/2022 10:58 AM
181	Friendly and knowledgeable service. Being able to take the bikes for a decent test ride	2/18/2022 10:55 AM
182	The personal discussion about options for a bike that would suit my needs and that the ebike I wanted was a great fit for those needs.	2/18/2022 10:55 AM
183	The guy at your store new what he was talking about.	2/18/2022 10:53 AM
184	Knowledge all models on display	2/18/2022 10:52 AM
185	able to thoroughly test bike and discuss modifications with agent	2/18/2022 10:50 AM
186	Melo agent was personal in approach. The bike shops were very much staff doing a job,	2/18/2022 10:45 AM
187	Local attention. Friendly prompt service	2/18/2022 10:43 AM
188	easy to deal with	2/18/2022 10:38 AM
189	The agent was very helpful and knowledgeable	2/18/2022 10:34 AM
190	Good knowledge by the local dealer.	2/18/2022 10:29 AM
191	Personal touch	2/18/2022 10:18 AM
192	Emma took the time to allow me to test ride two bikes, and she talked about all the features to help me make my decision.	2/18/2022 10:15 AM
193	easy going	2/18/2022 10:10 AM
194	Very knowledgeable, friendly, local.	2/18/2022 10:08 AM
195	Well informed and pleasant agent. Good trial	2/18/2022 9:58 AM
196	Personal contact with local agent (price was delivery of peanut butter slice!!)	2/18/2022 9:56 AM
197	Nathan was super friendly	2/18/2022 9:55 AM

198	Nathan is a local and also has a workshop onsite. He was relaxed and friendly and happy for me to try other options. Very patient as I mad up my mind. He was also happy to make alterations to handlebars and seats for me.	2/18/2022 9:55 AM
199	upfront honesty outlet new what they were talking about pleasure to deal with and backup support since purchase No1	2/18/2022 9:53 AM
200	Dealer was most helpful	2/18/2022 9:51 AM
201	About the same	2/18/2022 9:51 AM
202	I didnt look at other brands, but my experience with my agent was superior to what I might have got in a shop. A 2 hour trial with 2 bikes and different drives and handle bars	2/18/2022 9:50 AM
203	Being able to take a test ride, it was quite exhilarating!	2/18/2022 9:49 AM
204	The salesperson	2/18/2022 9:43 AM
205	Personalised and genuine interest in what we were buying from the agents we dealt with	2/18/2022 9:42 AM
206	No shopping done.	2/18/2022 9:39 AM
207	Easy	2/18/2022 9:38 AM
208	Discounts	2/18/2022 9:36 AM
209	The personal interaction and the fact that we were able to ride the bikes in the areas we were most liable to use them	2/18/2022 9:35 AM
210	Personal, no pressure, spent a lot of time for test rides	2/18/2022 9:35 AM
211	Booking a test ride with Melo Yolo agent is much better than dealing with a sales person at most shops. You have his undivided attention, he rides a bike along side you and give instructions and suggestions as required. None of the shops we visited offered this service.	2/18/2022 9:34 AM
212	Friendly, knowledgeable and helpful service	2/18/2022 9:33 AM
213	I could trial it at home. I hadn't ridden a bike in more than 20 years	2/18/2022 9:30 AM
214	NA	2/18/2022 9:29 AM
215	No pressure about buying, able to test ride different models	2/18/2022 9:26 AM
216	Time to ride and try, with plenty of space	2/18/2022 9:24 AM
217	They were more knowledge about ebikes than the average shop floor salesperson	2/18/2022 9:22 AM
218	friendly and they had the bike I wanted in stock	2/18/2022 9:19 AM
219	Personal, helpful, no pressure	2/18/2022 9:16 AM
220	Did not need to look elsewhere. Fully trusted my Meloyelo agent	2/18/2022 9:13 AM
221	The Melo Yelo agent seemed more genuinely interested in getting the tight bike for me rather than just making a sale. He was prepared to make minor adjustments for no extra cost so the bike would be perfect for ne	2/18/2022 9:12 AM
222	Purchased through Kapiti E-bikes so was easy - I wouldn't have looked on-line	2/18/2022 9:12 AM
223	No pressure	2/18/2022 9:09 AM
224	Difficult to say	2/18/2022 9:09 AM
225	very keen to please	2/18/2022 9:08 AM
226	NA	2/18/2022 9:04 AM
227	Easier	2/18/2022 9:02 AM
228	Being able to contact agent, who is local.	2/18/2022 8:58 AM
229	We were at the agents home not in a shop.	2/18/2022 8:57 AM
230	Relax and test drive and no pushing to buy	2/18/2022 8:55 AM

## MeloYelo Customer Survey

SurveyMonkey

231	Did not look at others	2/18/2022 8:53 AM
232	Good website to begin with and I liked that they are sold by experienced agents who know bikes	2/18/2022 8:52 AM
233	Bruce and Nancy are brilliant	2/18/2022 8:47 AM
234	Nothing to compare it with unfortunately	2/18/2022 8:47 AM
235	Personal, not rushing off to serve another customer. Taking his time to work through all options for me.	2/18/2022 8:47 AM
236	The agent was very knowledgeable about the product	2/18/2022 8:46 AM
237	The home-based agent who spent a lot of time explaining things to me.	2/18/2022 8:41 AM
238	price	2/18/2022 8:40 AM
239	I never looked seriously at other brands but the young man I dealt with at the MY dealership had me sold after a discussion and a test ride	2/18/2022 8:40 AM
240	So good to deal with	2/18/2022 8:40 AM
241	I'm able to test ride it to the condition I'm comfortable biking	2/18/2022 8:38 AM
242	I didn't feel like just another customer. Being able to spend time with Emma at the depot and then for her to take both me and my daughter riding	2/18/2022 8:37 AM
243	They come up to your house so already know the environment where you will be riding.... For me, hills and gravel roads.	2/18/2022 8:36 AM
244	We didn't have to go into a shop and be bombarded by sales people	2/18/2022 8:32 AM
245	It was so easy going through the agent.	2/18/2022 8:30 AM
246	I didn't really shop for other bikes. I looked at a friend's Avanti. Going on line for MY was easy.	2/18/2022 8:29 AM
247	The staff were attentive and helpful.	2/18/2022 8:28 AM
248	The passionate enthusiasm from the sales person and nothing was to much trouble.	2/18/2022 8:27 AM
249	Let us have a ride round the carpark to make sure we were happy.	2/18/2022 8:27 AM
250	It was so easy. The passion from the guy I bought from spoke for itself	2/18/2022 8:24 AM
251	Had large variety of stock	2/18/2022 8:20 AM
252	Friendly, personal service.	2/18/2022 8:17 AM
253	Very easy to deal with	2/18/2022 8:17 AM
254	He was very knowledgeable about the Meloyelo	2/18/2022 8:16 AM
255	They took their time with us and as four of us were buying bikes at the same time, gave us a great deal with accessories.	2/18/2022 8:13 AM
256	Been approached by staff almost as soon as entering the shop and the offer of riding the two models I had settled on	2/18/2022 8:11 AM
257	Yes	2/18/2022 8:08 AM
258	Malcolm was a genuine sales person who was honest and was really easy to deal with. Great communication. Will recommend him to others.	2/18/2022 8:07 AM
259	Excellent service, but so was service at other shop.	2/18/2022 8:06 AM
260	At home service. Quiet streets around me to try the bike	2/18/2022 8:05 AM
261	Agent Peter, was a mind of info and was extremely mindful of my requirements. Very helpful indeed.	2/18/2022 8:04 AM
262	One on one, time to try and ask questions	2/18/2022 8:03 AM
263	The agent was fairly casual and just showed me what I needed to know before taking it for a	2/18/2022 8:02 AM



	test ride.	
264	Prepared to listen rather than sell.	2/18/2022 8:00 AM
265	I didn't look at any other brands but Ken put his all into the sale so I felt obliged to buy one from him!	2/18/2022 8:00 AM
266	N/a	2/18/2022 7:59 AM
267	I didn't look at any other brands and I know and trust my Melo Yelo agent	2/18/2022 7:55 AM
268	Very thorough explanation from agent who clearly knew his bikes	2/18/2022 7:55 AM
269	My experience was excellent with the agent I first approached, decided to use this agent then chose the brand.	2/18/2022 7:53 AM
270	Nice friendly, many agents did not have bikes on hand. One totally disinterested in talking to us. Other two helpful. Some bikes over expensive for our plans	2/18/2022 7:52 AM
271	We were treated as adults. Some other young sales staff appeared totally disinterested because of the perceived age difference.	2/18/2022 7:50 AM
272	Easy communication, nothing was a problem. Agent knew the bikes "inside-out".	2/18/2022 7:49 AM
273	Tony was well informed. Excellent information on the website. Good value for money.	2/18/2022 7:46 AM
274	A more personalized service.	2/18/2022 7:45 AM
275	The range and options	2/18/2022 7:44 AM
276	was just so easy - emailed then turned up for a test ride, agent was informative, relaxed and there was no pressure to buy.	2/18/2022 7:43 AM
277	Quality Advice and Service	2/18/2022 7:43 AM
278	Vera was very approachable and did not put any pressure on me to buy.	2/18/2022 7:42 AM
279	Not at a shop so felt unpressured	2/18/2022 7:42 AM
280	Vera couldn't do enough for us plus the extras she gave us as well. Vera also keep us up to date with delivery dates etc was great. Our friends who purchased bikes were also impressed with the experience with Vera.	2/18/2022 7:41 AM
281	Very easy,	2/18/2022 7:41 AM
282	I got to take all the bikes for a ride before choosing.	2/18/2022 7:41 AM
283	Uncomplicated	2/18/2022 7:41 AM
284	We were very happy with the way we were treated.	2/18/2022 7:40 AM
285	Didn't look at other brands Did research online and went straight to Ken at Melo Yelio	2/18/2022 7:39 AM
286	We didn't look anywhere else. David was so knowledgable and passionate about meloyelo we decided not to look elsewhere.	2/18/2022 7:38 AM
287	one on one with a meloyelo rep.	2/18/2022 7:37 AM
288	Experience and knowledge of the melo yelp agent.	2/18/2022 7:37 AM
289	Nothing in particular	2/18/2022 7:36 AM
290	It was not hard	2/18/2022 7:35 AM
291	Dealing with the agency directly	2/18/2022 7:35 AM
292	All good experiences	2/18/2022 7:32 AM
293	They were local and informative	2/18/2022 7:29 AM
294	More personal.	2/18/2022 7:29 AM
295	Plenty of time to choose, the correct bike and encouraged to try out all the options. Clear instructions on bikes. I genuinely felt Ken agar wanted me to have the best bike for my needs	2/18/2022 7:28 AM

296	Friendly agent who could answer my questions thoroughly.	2/18/2022 7:26 AM
297	The personal service. Prompt replies to online queries. Dave Rumsey has gone out of his way to be available and meet my needs.	2/18/2022 7:26 AM
298	Melo Yelo agent could answer my questions	2/18/2022 7:26 AM
299	didn't look	2/18/2022 7:25 AM
300	This was my second ebike from same agent. Previous bike was a different brand. Agent always very helpful without any pressure	2/18/2022 7:23 AM
301	nice agent	2/18/2022 7:23 AM
302	The 'one on one service' and openness to deal with given I knew enough about bikes & what I wanted for my wife.	2/18/2022 7:21 AM
303	Much the same	2/18/2022 7:21 AM
304	The agents attitude	2/18/2022 7:19 AM
305	Ability to test ride several different bikes	2/18/2022 7:18 AM
306	Very helpful	2/18/2022 7:18 AM
307	The bike shop had a demonstration bike and I rode about 3 of them and fell in love with the transit the bike guy was very helpful and answering all the questions my husband was asking I just like the colour	2/18/2022 7:16 AM
308	Good range of stock	2/18/2022 7:14 AM
309	upfront talk and service from the agent Tony Ward	2/18/2022 7:13 AM
310	The personal touch.	2/18/2022 7:11 AM
311	Had very similar experiences while shopping for ebikes. All the sales people seem very knowledgeable and passionate	2/18/2022 7:10 AM
312	Ok	2/18/2022 7:07 AM
313	Very helpful. I had a problem with the noise in the crank. It was sorted out promptly.	2/18/2022 7:02 AM
314	The personal treatment and also being to try from home	2/18/2022 7:00 AM
315	Friendly, knowledgeable. Not pushy at all. Clearly loved riding.	2/18/2022 6:57 AM
316	Personal	2/18/2022 6:55 AM
317	I have had the best service from Gary	2/18/2022 6:50 AM
318	Nathan and assistant were so helpful	2/18/2022 6:43 AM
319	The agent was very knowledgeable and helpful	2/18/2022 6:41 AM