

Q6 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: 226 Skipped: 5

#	RESPONSES	DATE
1	Great information on line plus the best support and advice from Graeme Tivers	3/17/2023 8:35 AM
2	Conveniently was able to bring bikes to our house and gave us a trial run and run down on how to use them.	3/17/2023 7:34 AM
3	As i stated above honest no nonsense approach, Ken was very helpful. Knowledgeable and came across as genuine	3/17/2023 7:22 AM
4	Was very easy	3/17/2023 7:14 AM
5	Time and friendliness of agent.	3/17/2023 7:05 AM
6	Salesperson seemed knowledgeable; didn't try to 'upsell' to other bikes.	3/17/2023 6:59 AM
7	I didn't have interaction with other companies, just looked online.	3/17/2023 6:36 AM
8	Decent test rides. The agent wasn't pushy and helped me make the best choice from the available selection	3/17/2023 6:19 AM
9	V pleasant..no pressure..a good experience.	3/16/2023 10:39 PM
10	Graham was always happy to come to us and provide examples of any of the models for us to ride. He has been happy to work with us over several weeks to get the two bikes properly setup for my wife and myself. He continues to be available to answer questions for us.	3/16/2023 10:18 PM
11	Very helpful and informative	3/16/2023 9:42 PM
12	Very easy and helpful, not pushy	3/16/2023 9:32 PM
13	able to ride bike on open roads	3/16/2023 8:55 PM
14	Choice of seat, seat post , mudguards. Lights, mudguards and carrier are standard. Booster lever.	3/16/2023 8:22 PM
15	The personal and no pressure approach. Having already had more than 6000km e -bikeing I think I knew what I was looking for.	3/16/2023 8:21 PM
16	Straight talk, value for money, set up for New Zealand by New Zealanders!	3/16/2023 8:14 PM
17	The Test Ride	3/16/2023 8:00 PM
18	So easy and very friendly not pushy	3/16/2023 7:56 PM
19	The seller was very personable and able to answer all my questions . Made me feel important.	3/16/2023 7:56 PM
20	Didn't look at others	3/16/2023 7:09 PM
21	Both times I've brought MeloYelo have been very easy, 1 st time agent was very helpful and 2 Nd time shop assistant was also very helpful	3/16/2023 6:59 PM
22	Did not look at other options. Salesman Dave was fantastic	3/16/2023 6:56 PM
23	I didn't look at any other brands, when I went into local shops was ignored!!!	3/16/2023 6:56 PM
24	They were polite, helpful, not pushy, patient.	3/16/2023 6:49 PM
25	We felt we could trust our agent and not at any time did we feel we experienced the hard sell we found in some retail shops. Also I didn't mention above but we found Melo Yelo's prices very competitive	3/16/2023 6:44 PM

26	very good	3/16/2023 6:44 PM
27	I didn't look at others. The agent was very knowledgeable and he had bought his wife one, which I thought he wouldn't purchase one if he didn't like them.	3/16/2023 6:38 PM
28	Didn't look at any others. Ken was great to deal with.	3/16/2023 6:37 PM
29	Being treated as an equal. No question about understanding an ebike was a stupid question	3/16/2023 6:03 PM
30	Our melo yelo guy was very knowledgeable, Nothing was a problem and he made you feel you could come back any time with questions and problems highly recommend him	3/16/2023 5:35 PM
31	the agents were very easy to deal with and not pushy like some shop workers	3/16/2023 5:21 PM
32	Franc was friendly & seemed genuinely interested in finding out just what I wanted & expected.	3/16/2023 5:13 PM
33	It suited my needs	3/16/2023 5:13 PM
34	No middleman, easily arranged meeting and try out.	3/16/2023 5:07 PM
35	I felt more confident in the "claims" for the Traverse than I did when talking to other dealers. Plus, the Melo Yelo didn't have a three month wait for delivery	3/16/2023 4:32 PM
36	I was offered a variation of locations (of agents) I visited both Hamilton and Central Auckland, both were very knowledgeable and worked with me to find the right model for me.	3/16/2023 4:30 PM
37	Staff were very helpful	3/16/2023 4:08 PM
38	Great friendly service when trialling the bikes and excellent information from agent.	3/16/2023 3:48 PM
39	Not especially great	3/16/2023 3:37 PM
40	Graham was very helpful in the choice of the bike and letting me test ride the bike - with no pressure to purchase. Then he brought the bike to our house - great service	3/16/2023 3:30 PM
41	Great cooperation, helpfulness and knowledge	3/16/2023 3:20 PM
42	Most bike shops are very knowledgeable about the bikes they sell, for me, I like the style of the MeloYelo bikes and the features they include in the price.	3/16/2023 3:18 PM
43	Spoke to a Meloyelo user and had a big ride	3/16/2023 3:02 PM
44	Graham came across as genuine and easy to communicate with.	3/16/2023 2:48 PM
45	N/A	3/16/2023 2:44 PM
46	I was convinced because I bought the bike straight away without looking at others! The shop assistant knew his bikes and it matched up with my research online.	3/16/2023 2:43 PM
47	Brent was actually interested in what my needs were	3/16/2023 2:39 PM
48	The dealer was great. Patient and encouraging me to try other model MeloYelos. He ensured I was happy with my bike. Good follow up too ... and he will trade MeloYelos so you can upgrade!	3/16/2023 2:26 PM
49	the personal touch and full breakdown on the bike, it was awesome	3/16/2023 2:18 PM
50	Promptly brought several different bikes to our house for us to try.	3/16/2023 2:10 PM
51	Good service and information	3/16/2023 2:05 PM
52	Personal, no hard sell or pressure, a great test ride and after that I was sold.	3/16/2023 1:56 PM
53	Personal honesty and friendly relaxed Malcolm was wonderful. I picked my bike up the week before he died and was saddened to hear of his passing. This has meant I didn't get the service he said it needed.	3/16/2023 1:49 PM
54	Not applicable.	3/16/2023 1:37 PM
55	Ease of purchase	3/16/2023 1:31 PM
56	the fact that he came to our house and I could try the bike in out in our own environment	3/16/2023 1:28 PM

57	Plenty of time to choose and try out for a test ride. Knew I could come back for free service too	3/16/2023 1:26 PM
58	One on one private viewing at Don's place. Space to try out the bike on road.	3/16/2023 1:23 PM
59	Good and clearly understood answers given promptly.	3/16/2023 1:20 PM
60	The bike ride he took us out on, the great feedback I have had from others about his customer service	3/16/2023 1:18 PM
61	Agent was great, gave me a trial with the bike, good follow up service	3/16/2023 1:02 PM
62	The agent	3/16/2023 12:59 PM
63	Personal touch and support	3/16/2023 12:56 PM
64	It was great	3/16/2023 12:55 PM
65	The price and quality of the bike	3/16/2023 12:54 PM
66	Helpful staff	3/16/2023 12:49 PM
67	Shop was initially reluctant to encourage MeloYelo as they had had supply issues... but they managed to overcome this.	3/16/2023 12:46 PM
68	Easy to talk to not pushy	3/16/2023 12:36 PM
69	A very nice person deal with	3/16/2023 12:36 PM
70	Superior in every way!! A personalised, long trial of both the Town n Trail and the Superlite as opposed to a ride around a car park and then a short distance up the road. I felt valued by Grant rather than patronised by a younger salesman. No pressure to buy straight away, security in further service requirements.	3/16/2023 12:34 PM
71	Excellent experience - in particular being able to take the demo bike for a decent ride	3/16/2023 12:15 PM
72	Bringing bike to my house was great. With other agents I had to sign a form for insurance, and then test it in a busy area.	3/16/2023 12:13 PM
73	one agent only	3/16/2023 12:12 PM
74	Top service from Melo Yelo	3/16/2023 12:10 PM
75	Extras available eg. seats,mirror.	3/16/2023 12:07 PM
76	So relaxed and yet informative about the features. Not pushy at all	3/16/2023 12:03 PM
77	Agents we spoke to were helpful & knowledgeable without being pushy	3/16/2023 12:00 PM
78	the personal touch	3/16/2023 11:48 AM
79	I tried to book a meeting with someone from MeloYelo but they didn't get back to me. This was disappointing. I went to an ebike shop instead that stocked the brand.	3/16/2023 11:48 AM
80	Helpful knowledgeable	3/16/2023 11:43 AM
81	Very good to deal with, showed all options available in other brands.	3/16/2023 11:43 AM
82	Personal attention	3/16/2023 11:41 AM
83	Agent was very knowledgeable about the product and offered choice	3/16/2023 11:37 AM
84	Straightforward, no hassles	3/16/2023 11:31 AM
85	To be honest I just went into the shop and purchased it.	3/16/2023 11:24 AM
86	I want pressured at all Kei went out of his way to make sure I was happy.	3/16/2023 11:22 AM
87	Relatively painless could have sold the features of bike more	3/16/2023 11:14 AM
88	Personal service. Product knowledge. After sales service.	3/16/2023 11:12 AM
89	Helpful agents helping me choose which bike suited me best and explaining the battery speeds and how to charge and what to expect about mileage from full charge	3/16/2023 11:11 AM

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90	Very personal and easy	3/16/2023 11:10 AM
91	nice honest man.	3/16/2023 11:06 AM
92	Vera was amazing to work with and gave good clear information	3/16/2023 11:04 AM
93	Personal interface and demo ride	3/16/2023 11:00 AM
94	Good information	3/16/2023 10:57 AM
95	agent was easy to deal with, very informative, a one-stop shop.	3/16/2023 10:54 AM
96	Very helpful	3/16/2023 10:46 AM
97	very helpful, informative agent and ability to test ride.	3/16/2023 10:37 AM
98	more one on one	3/16/2023 10:33 AM
99	Talking to and dealing with the owner of the business. Knowledge of the bikes.	3/16/2023 10:32 AM
100	simple	3/16/2023 10:31 AM
101	Friendly informed good customer service. Personal service with someone who really listened to my needs	3/16/2023 10:18 AM
102	The agent was very knowledgeable about what the MeloYelo bike was capable of when compared with other brands.	3/16/2023 10:16 AM
103	Great expertise	3/16/2023 10:14 AM
104	Easy to get to and enjoy trying the bikes on road before choosing	3/16/2023 10:13 AM
105	no difference they were all very helpful	3/16/2023 10:11 AM
106	After demonstration of several ebike brands I had made my decision. And online research. So the Agent had no influence in my purchase. Agent	3/16/2023 10:09 AM
107	The agent comes to you and services your bike. Difficult to load bike into the car to take for service.	3/16/2023 10:08 AM
108	the agent was extremely helpful in showing me this model. Also, when I picked it up they sized it for me till I was happy with the position of the seat and the handlebars.	3/16/2023 10:01 AM
109	no pressure and one contact person	3/16/2023 10:00 AM
110	Backup and service	3/16/2023 9:57 AM
111	Friendly, very helpful but let me make my own decisions	3/16/2023 9:57 AM
112	Good advice from the agent.	3/16/2023 9:54 AM
113	Experienced older cyclist and more personal	3/16/2023 9:52 AM
114	They gave me 30 minutes tryout by myself when I was able to take it up a steep hill. The manager had a good reputation for taking time to get the setup right - eg seat height, handle bar height and slope.	3/16/2023 9:50 AM
115	Graeme came to my home, so I could test drive it on my gravel roads and the killer hill I have to ride to get home.	3/16/2023 9:49 AM
116	DOESN'T REALLY APPLY AS BOUGHT SOON AFTER STARTED LOOKING	3/16/2023 9:48 AM
117	Excellent and helpful salesman	3/16/2023 9:43 AM
118	The bizarreness of it. I arrived at this open aircraft hangar full of helicopters in various states of repair, with an open door onto a taxiway. There was nobody there - eventually someone arrived and it was another potential customer. Then a friendly helicopter repairman arrived. He wasn't involved with the bikes but suggested I could take one for a test ride. Which I did, and liked it. Eventually the bike man arrived and we did the deal. All a bit surreal, but fun.	3/16/2023 9:40 AM
119	Ability to try the different MeloYelo bikes on the road and at the same time.	3/16/2023 9:40 AM
120	the complete explanations and time he put into my choice. Also being able to try many different types of bike at once	3/16/2023 9:39 AM

121	Nigel meet my on a bike track and was able to go biking with him he discussed its features i was able to test ride it in the conditions i would be riding in	3/16/2023 9:38 AM
122	great	3/16/2023 9:36 AM
123	Personal contact	3/16/2023 9:34 AM
124	Personal attention on the bike's operation	3/16/2023 9:31 AM
125	Very helpful	3/16/2023 9:22 AM
126	OK but no dedicated service department in Nelson.	3/16/2023 9:21 AM
127	Did not notice any difference	3/16/2023 9:20 AM
128	Looking back, not that impressed. Only got to try the bike on level ground. Should have been advised to try a hill.	3/16/2023 9:18 AM
129	Individual, focused on solely you and no heavy sales pressure.	3/16/2023 9:15 AM
130	personal service and not a big bike barn.	3/16/2023 9:13 AM
131	Great experience with my dealer Vera Nelson	3/16/2023 9:13 AM
132	More personal & not brushed off with assumptions of not being experienced riders - we are!	3/16/2023 9:12 AM
133	I had a scout e bike for two years but always like the meloyelo bike so after taking them out i buy two	3/16/2023 9:12 AM
134	helpful staff	3/16/2023 9:11 AM
135	Not a significant factor	3/16/2023 9:11 AM
136	Easy experience. Given time to trial bikes.	3/16/2023 9:10 AM
137	The agent said to go for a ride and we felt we could have ridden the bike tracks as long as we wanted to	3/16/2023 9:10 AM
138	Personal, limited options (easier to decide)	3/16/2023 9:08 AM
139	I didn't shop around. I visited the meloyelo agent, tried out several bikes and chose one.	3/16/2023 9:08 AM
140	Not applicable	3/16/2023 9:08 AM
141	The friendly personalised service, prepared to go that extra mile.	3/16/2023 9:06 AM
142	Because I didn't look at other brands I had only one experience and that was with my agent Bruce	3/16/2023 9:05 AM
143	Friendly helpful and informative. Flexible and delivered to my (rural) door	3/16/2023 9:05 AM
144	Able to take Meloyelo for test ride on trail	3/16/2023 9:03 AM
145	The agent just did not 'sell' me the bike. He asked me what I was going to use it for. How often. Was I going to use panniers, travel with it on a bike rack, where I was going to store it.	3/16/2023 9:00 AM
146	Great service but I didn't shop around for other brands	3/16/2023 8:59 AM
147	The agent spend time with us, answered our questions and gives us time to think about the purchases without pushing us in a sale.	3/16/2023 8:57 AM
148	MeloYelo were dealing with only the one brand	3/16/2023 8:57 AM
149	The agent Graham was awesome	3/16/2023 8:49 AM
150	The Otaki agent was so obliging. Even though I could only come on a holiday he took the time to talk me through the bike, set it up to my height and size and cycled with me to ensure I was comfortable with everything. Added extras like seat shock pannier etc on the spot. On returning from the South Island he serviced it for me on my way back to Feilding. Dave Rumsey is the best.	3/16/2023 8:46 AM
151	I didnt consult other agents. However, saying that , I could not have been more pleased with the service and advice that I received from the agent here in Napier. Follow up has been	3/16/2023 8:45 AM

	exceptional from a very pleasant couple.	
152	Personal attention	3/16/2023 8:45 AM
153	no pressure. immediately responsive.	3/16/2023 8:43 AM
154	More personal	3/16/2023 8:42 AM
155	I was able to ask questions and go on a long test ride with no pressure to commit to purchase	3/16/2023 8:42 AM
156	Knowledgeable agent	3/16/2023 8:41 AM
157	Value for money, plus great Service	3/16/2023 8:41 AM
158	Very helpful and friendly service from Vera	3/16/2023 8:38 AM
159	Could try bike out. The sales person was very helpful.	3/16/2023 8:36 AM
160	The time the agents took to talk me through the options.	3/16/2023 8:36 AM
161	Information from agent about bike	3/16/2023 8:36 AM
162	Ken was very helpful and made me confident that Melo yelo riding experience would be a good fir for what I was looking for. He was correct.	3/16/2023 8:35 AM
163	Personal touch	3/16/2023 8:34 AM
164	They brought a test bike to me to try out.....excellent	3/16/2023 8:33 AM
165	Knowledge about bikes and explanation of queries and benefits without being pushy	3/16/2023 8:32 AM
166	Test ride and availability	3/16/2023 8:31 AM
167	website was easy to navigate, details and specifics were accurate and sales person was fantastic, offering a test ride and knowledge to a beginner about electric bikes. the colour and the step through were big sales points for me.	3/16/2023 8:30 AM
168	With the agent being in our age bracket we felt there was an instant rapport. We were talking the same language. He understood our needs. There was no 'hard sell'.	3/16/2023 8:29 AM
169	Much the same	3/16/2023 8:28 AM
170	I was impressed by Bruce's knowledge and the lack of pressure to buy He answered all my questions and allowed me time to make a decision He was also very flexible	3/16/2023 8:27 AM
171	Agent at Loburn excellent when I went with a friend to buy her bike. I chose to go to E mega as very close to home.	3/16/2023 8:23 AM
172	No pressure selling and great knowledge of the product.	3/16/2023 8:23 AM
173	Visited one store, bought it	3/16/2023 8:16 AM
174	The personal experience and on going service	3/16/2023 8:16 AM
175	Our agent was super friendly and very well informed about the bikes and what we required for our needs 😊	3/16/2023 8:15 AM
176	Very knowledgeable and helpful in all aspects!	3/16/2023 8:14 AM
177	Simple straightforward process	3/16/2023 8:14 AM
178	Local, friendly, knowledgeable agent, plenty of room to take bike for a test ride	3/16/2023 8:13 AM
179	Easy, non pressurised and friendly. The sales person was very informed and knowledgable	3/16/2023 8:08 AM
180	Most other salespeople seemed young and disinterested in catering for mature clients	3/16/2023 8:08 AM
181	E mega could improve, they were definitely not the best in customer service	3/16/2023 8:03 AM
182	N/A	3/16/2023 8:02 AM
183	Convenient.	3/16/2023 8:02 AM
184	The agent made contact and was interested in what we wanted was also able to supply	3/16/2023 8:00 AM

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185	N/A	3/16/2023 7:58 AM
186	The time taken, the ability to test the bike on the road without pressure. The knowledgeable and friendly agent.	3/16/2023 7:58 AM
187	The time taken to try the bike, (a good couple of hours), trying various bikes and setups, no pressure	3/16/2023 7:58 AM
188	It was very relaxed and we didn't feel pressured into buying. It was actually a good all round experience.	3/16/2023 7:56 AM
189	A small business that also helped schools	3/16/2023 7:53 AM
190	Knowledgeable agent where we took a test ride while on holiday	3/16/2023 7:53 AM
191	Quick delivery, knowledgeable and helpful but not pushy staff	3/16/2023 7:53 AM
192	Explanation of quality, service and back up support were superior.	3/16/2023 7:52 AM
193	n/a	3/16/2023 7:51 AM
194	It was small and friendly	3/16/2023 7:51 AM
195	close to a good test hill	3/16/2023 7:49 AM
196	No issues with taking a bike out for a test ride versus others where you could only ride around a car park	3/16/2023 7:47 AM
197	Very genuine and honest sales agent. Technically knows the products very well. Very personable guy. Good salesman with a no pressure style. Goes the extra mile for the customer.	3/16/2023 7:46 AM
198	He knew the brand well	3/16/2023 7:42 AM
199	Mal at Taupo was brilliant - not pushy and knew his stuff	3/16/2023 7:42 AM
200	Agent was great asking all my questions as a first bike owner	3/16/2023 7:40 AM
201	He serviced our golden bikes for many years before	3/16/2023 7:40 AM
202	It was very similar to all experiences	3/16/2023 7:39 AM
203	Informative, knowledgeable, variety of different bikes/types to test ride	3/16/2023 7:39 AM
204	very informative	3/16/2023 7:37 AM
205	I went back several times and test rode many bikes and the staff were always helpful and professional	3/16/2023 7:37 AM
206	Our agent was very helpful and told us everything that we needed to know and more.	3/16/2023 7:36 AM
207	Ah that was pretty much my answer to Q4	3/16/2023 7:31 AM
208	Product knowledge	3/16/2023 7:30 AM
209	N/A	3/16/2023 7:30 AM
210	knowledge and no pressure sales	3/16/2023 7:30 AM
211	The no pressure of dealing with a home agent and not having to go to a shop.	3/16/2023 7:30 AM
212	Not Applicable	3/16/2023 7:29 AM
213	Helpful and allowed me to trial all the bikes so I could feel comfortable I chose the right one for me	3/16/2023 7:29 AM
214	Gary. And the fact I could try ALL bikes at the same time.	3/16/2023 7:29 AM
215	Great help in choosing the brand that I wanted	3/16/2023 7:28 AM
216	No pressure, very knowledgeable and helpful. Nothing was too much trouble.	3/16/2023 7:27 AM
217	Buying 2 bikes at once, no other store would give us a discount. No problem with Melo Yelo. Was able to go for a ride on bikes. Overall wonderful experience.	3/16/2023 7:25 AM

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218	The real helpful advice and the reliable and quick service	3/16/2023 7:25 AM
219	N/a	3/16/2023 7:23 AM
220	The agent came to me	3/16/2023 7:22 AM
221	Test ride	3/16/2023 7:21 AM
222	The friendliness and helpful advice from them	3/16/2023 7:21 AM
223	Individualised	3/16/2023 7:21 AM
224	No pressure and was able to call in almost any time very helpful with any repair needed	3/16/2023 7:19 AM
225	Peter Cutts the agent. He was awesome	3/16/2023 7:17 AM
226	Took the time with me, advice and listen to what i needed	3/16/2023 7:15 AM