

Press Release

Feefo Platinum Trusted Service Award 2026

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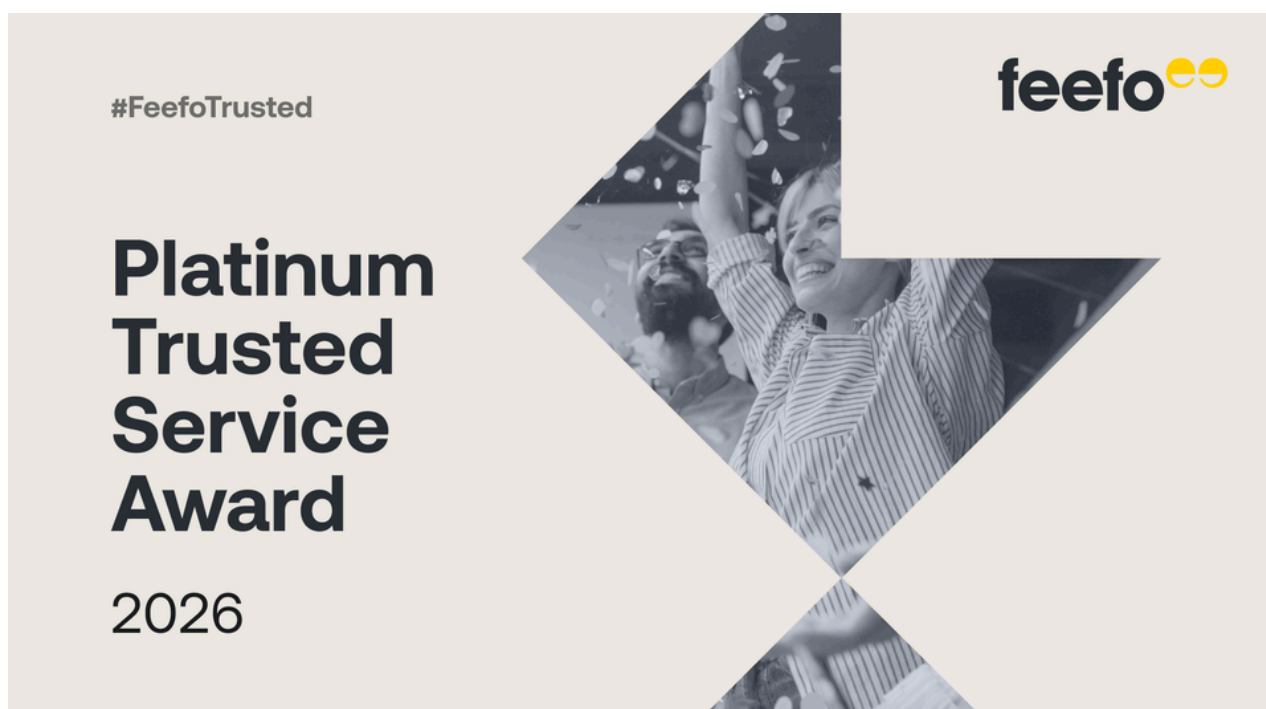
First Fence is proud to announce it has received the Feefo Platinum Trusted Service Award, an exclusive seal of excellence reserved for businesses that consistently deliver world-class customer experiences year after year.

The Platinum Trusted Service Award is awarded only to companies that have achieved the Gold standard for three or more consecutive years. This milestone reflects First Fence's unwavering dedication to its customers and its ability to maintain exceptional service levels even as market conditions evolve.

Feefo established the Trusted Service Awards in 2014 to highlight brands that lead with transparency. Because these awards are based purely on the analysis of verified reviews from real customers, they remain the most authentic reflection of a business's commitment to service. In a marketplace where reviews can often be manipulated, the Feefo "Verified" status provides consumers with the confidence that the feedback they see is 100% genuine.

As we move further into 2026, the consumer landscape has shifted. While financial caution remains a factor, the primary driver for modern shoppers is certainty. In this age of AI-driven interactions and digital saturation, consumers are increasingly seeking "human-centric" brands they can rely on. This award celebrates brands like First Fence that have moved beyond "customer satisfaction" to build deep-rooted customer advocacy, making excellence a permanent part of their business DNA.

The Platinum award is a mark of enduring quality. To reach this level in 2026, First Fence demonstrated a three-year streak of excellence, consistently earning a Feefo service rating of 4.5 or higher from a minimum of 50 verified review annually since 2023.



Toby Roberts-Davies, Product Innovation and Marketing Manager at First Fence Ltd, said: “Achieving the Platinum Trusted Service Award is the ultimate seal of approval. Maintaining our high service rating consistently over the past few years demonstrates that our customers truly value the consistency and integrity we bring to every interaction. As we move forward into 2026, we remain dedicated to providing the reliable, human-centric service that has become our hallmark. We are incredibly proud of our team for setting such a high benchmark for excellence.”

Tony Wheble, CEO at Feefo, congratulated the winners:

“It is a privilege to celebrate companies like First Fence that remain steadfast in their commitment to customer success. This award is a testament to their ability to turn genuine feedback into meaningful action. By consistently exceeding expectations, First Fence isn't just winning an award; they are building the long-term trust that defines the most successful brands of the future. We are proud to recognise their dedication to the people they serve.”



Platinum Trusted Service Award



Feefo's recognised symbol of quality for your dedication to delivering extraordinary experiences for customers - 2025

Awarded to
First Fence Ltd.



Congratulations on your award.
Tony Wheble, Chief Executive Officer.

2026



01283 512 111



www.firstfence.co.uk



sales@firstfence.co.uk



For All Press Release Enquiries:

Toby Roberts-Davies
Product Innovation Manager
Toby.roberts-davies@firstfence.co.uk

First Fence Ltd
Kiln Way,
Woodville,
Swadlincote,
Derbyshire
DE11 8EA



01283 512 111



www.firstfence.co.uk



sales@firstfence.co.uk