



JOHNSONS
OF WHIXLEY

PROFESSIONAL NURSERYMEN

CUSTOMER CHARTER

At Johnsons of Whixley we set great store not only by the quality of our plants but also in the service we offer to our customers.

Whether you take delivery of hundreds of items for large schemes, visit Johnsons Xpress, or if you are a retailer of plants to the gardener, it's important to us that you are dealt with professionally. We know from ongoing research that we do well in most areas but, far from being complacent, we want to do better.

Of course, to give good service and remain competitive we need help from you at certain key times in the ordering and delivery cycle. This document sets out what we think you have a right to expect from us – the things you can judge us by.

The Charter should be read in conjunction with our terms of business and any other issues raised during the negotiation of your order. If at any time you have any queries or comments about our performance please do not hesitate to contact us.



What to expect from us?



Phones answered within five rings. We know that time is money, so we will try not to keep you waiting.

01



To be allocated to an account manager. By having a dedicated member of our sales team you have someone at Johnsons who can understand your specific planting requirements and ensure you receive the correct pricing, plant material and delivery options every time.

02



Knowledgeable, friendly, helpful staff able to answer your questions fully, or get an answer for you within half an hour.

03



Competitive prices – possibly not the cheapest but we shall always aim to give best value overall..

04



A delivery date being notified and honored, together with a delivery time being notified by our driver on the day, if required.

05



06

A wide range of plants to choose from, we aim to keep adequate stocks of key lines throughout the planting season.



07

Helpful delivery staff who understand your requirements on site or at your depot.



08

Clear and complete documentation be it estimate, delivery note or invoice.



09

Good quality, clearly labelled plant material delivered to specification - in other words getting what you pay for.



10

Attention to your requests for estimates within 24 hours or within the timescale you've asked for. If we don't get back to you with the full quote we'll give you as much as we can in that time period and tell you when you can expect the rest.



11

Complete orders but with early notification of to-follows, substitutions, or any delay to prevent finding out at the last minute that something you desperately need to get on with the job is missing.