



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.

16th January 2019