












## Customer Charter

Johnsons of Whixley is a three-generation family business located in North Yorkshire, between Harrogate and York, with 100 years experience in growing and supplying trees, shrubs and plants to UK-wide schemes.

### What you can expect from us: ✓

-  **Knowledgeable, friendly staff** - on hand to answer your queries within 24-48 hours.
-  **Sector expert** - You will be given a dedicated sector, based on your requirements, whether that be commercial, retail or via our onsite cash & carry.
-  **Plant requirements** - You will have a wide range of plants to choose from, we aim to keep adequate stock throughout every season.
-  **Competitive prices** - Not always the cheapest, but we shall always aim to give the best value overall.
-  **Documentation** - You will receive clear and complete documentation be it an estimate, delivery note or invoice.
-  **Established supply chain** - Whilst we grow the majority of our stock on-site, we also have a trusted supplier network.
-  **Nationwide delivery** - We have our own fleet of lorries and vans covering the length and breadth of the UK.
-  **The end product** - Good quality, clearly labelled plant material delivered to specification.
-  **Complete orders** - With early notification of to-follows, subs or any delay.