

## Melcourt Customer Service Statement

### Our Aim

To ensure that all existing and potential customers are serviced with their requirements, promptly, efficiently and courteously at all times, to their entire satisfaction and at a standard of customer care that is the highest in the industry.

### How you benefit from this :

#### Product Range

- Melcourt offers the widest product range on the market, both in terms of product quality, as well as price.

#### Product Quality

- Each Melcourt product has a measurable product specification, so that material supplied can be checked against the product description and typical product sample supplied.
- Wherever appropriate, Melcourt's products comply to the relevant British or European Standards.
- A copy of our [Melcourt Quality Policy Statement](#) is available on this site.

#### Product Presentation

- Melcourt products are available bulk loose or pre-packed
  - Bulk loose loads contain up to 90 cubic metres, depending on the bulk density of the product.
  - Pre-packed loads are available in pallet quantities. Bags usually contain 75 litres when packed, with 40 x 75 litre bags per pallet. Pallets are non-returnable 1000mm x 1200mm, 4 way entry. Each pallet unit load is top sheeted and spun wrapped.

#### Technical Support

- Our field sales team are always available to visit customers and specifiers at their offices, or on site, to discuss Melcourt products, applications or specific projects.
- In addition to our in-house laboratory facilities, we have access to all leading test houses and laboratories, who are able to provide specific back-up analysis on the most technical of issues.

#### Volume Measurement

- All Melcourt products which are sold by volume are calculated using 'The Bulk Density Method' as set out in BS EN 12579:2000 and BS EN 12580:2000.
- Product volumes will be supplied within the tolerance of - 0/+5%.
- Melcourt operates in accordance with the Growing Media Association Code of Practice on Quantity Measurement.

#### Channels of Supply

- Melcourt products are available direct in loose bulk or pre-packed loads, or in relatively small quantities through our national chain of appointed Stockists.

#### Quotations

- Quotations will be given verbally and, if requested, can be sent in writing, either by post, fax or e-mail.

#### Product Samples

- Typical product samples are always available and will be dispatched by first class post within 24 hours of request.

#### Telephone Answering

- All incoming calls will usually be answered within three rings.

#### Advertising and Promotion

- Technical literature for all Melcourt products is always readily available.
- Melcourt exhibit at many relevant trade shows and exhibitions held throughout the UK.
- Regular articles and features on Melcourt products, appear in relevant trade and customer press publications.

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# Melcourt Customer Service Statement (Continued)

## Environmental Policy

- All Melcourt products are manufactured from naturally occurring and sustainable sources, are 100% peat-free and contain no added chemicals.
- Wherever possible all packaging materials used by Melcourt are recyclable.
- A copy of our clear and detailed Company Environmental Policy Statement is available on this site.

## Delivery

- All Melcourt products are available nationally ex-stock and will be delivered against your specific instructions, on the day and within the hour requested.
- You can choose from a comprehensive range of delivery vehicles available, up to 90m<sup>3</sup>, with tipping bodies, walking floors or flat beds.
- You can normally select the delivery vehicle of your choice to suit your delivery requirements.
- On the working day preceding the delivery of an order, you will receive a courtesy call from Melcourt's transport department to finalise delivery arrangements.

## Can We Serve You Better?

- Your positive suggestions are welcome. How can we improve our products and service? Please contact Andy Chalmers.

*Reviewed February 2010*



## Contact

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