

# Melcourt<sup>®</sup>

## Industries Limited

Proven • Safe • Sustainable

### 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 [Quality Policy Statement](#) is available on this site.

##### Product Presentation

Melcourt products are available bulk loose, bulk bags, maxi-bales 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 70, 50, 40, or 15 litres when packed. Pallets are non-returnable.

##### 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 and glasshouse 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 Landscape and Play products are available direct, in bulk loose or pre-packed loads of 20m<sup>3</sup> and upwards. For less than 20m<sup>3</sup> loads, they are available from our national chain of appointed stockists. See [Where to Buy](#)

Melcourt Grower products are available in bulk loose or pre-packed quantities and are only available from our national chain of appointed Grower distributors.

All other Melcourt products are normally available direct from Melcourt or from an appointed stockist, depending on product type.

##### Quotations

Quotations can be given verbally and will always be confirmed in writing, either by post 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.

##### 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 [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 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 us.

