



JOHNSONS NURSERIES

Customer Charter

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

What you can expect from us:



KNOWLEDGEABLE, FRIENDLY STAFF

We understand that every customer has unique needs, and that's why we assign each of our customers to a dedicated sales representative who will assist you from estimate through to order placement and delivery.



PLANT REQUIREMENTS

You will have a wide range of plants to choose from, we aim to keep adequate stock throughout every season.



DOCUMENTATION

You will receive clear and complete documentation be it an estimate, delivery note or invoice.



NATIONWIDE DELIVERY

We offer nationwide delivery to all corners of the UK. We have our own fleet of lorries and vans covering the length and breadth of the country, and we also utilise an extensive network of trusted haulage partners, allowing us to fulfil commercial volumes.



SECTOR EXPERT

You will be given a dedicated sector based on your requirements, whether that be 'Landscape Supply', Garden Centre Sales or our onsite 'Cash and Carry'.



COMPETITIVE PRICES

We will endeavour to provide quality plants at the best overall value possible.



ESTABLISHED SUPPLY CHAIN

While we grow millions of products on site, we also have access to a vast network of trusted suppliers. This allows us to offer an extensive selection of products at competitive prices.



THE END PRODUCT

Good quality, clearly labelled plant material delivered to specification.



COMPLETE ORDERS

We take pride in our ability to deliver orders as promised. We're committed to meeting customer expectations and early notification of any potential delays or follow-up items that may affect the overall order completion. This proactive approach ensures that our customers are always informed and can make decisions about their orders.