

GREENDALE CUSTOMER CHARTER

Dear Customer

Greendale is a nationwide co-operative owned by high quality Independent flooring retailers.

We want you to enjoy your flooring purchase and to know that you will receive the same high standards of service wherever and whenever you buy your product.

Our members all combine exceptional service standards with great value and are totally committed to offering you high levels of customer service and care from choosing your product right through to installation.

Greendale stores are all run by individual owners and follow the same abiding principles. This Charter has been designed to let you know what you should expect from us each time you purchase a flooring product.

APPROACHABILITY

We will listen to your requirements and help to find acceptable solutions that suit your needs in a friendly and helpful way.

SIMPLICITY

We will make the choice and installation of your flooring as easy and straightforward as we can.

INTEGRITY

We will treat customers fairly and explain our products, their features and pricing clearly and simply by word and in writing.

RESPONSIBILITY

We will take full personal responsibility for your product and all aspects of its delivery and installation and be available for any pre or post sale questions you may have.

Our members respect and value your custom and never forget that you have a choice of retailer.

Rob Harding

Chief Executive