

MANAGING YOUR LINEN



JOHNSONS

Hotel, Restaurant & Catering Linen
by South West Laundry

At Johnsons South West Laundry we understand how much hard work goes into running your business. That is why we do everything we can to make sure your service is as trouble-free as possible.

Deliveries

Please ensure that all of your stock to be returned for processing is securely fastened in hampers with your laundry ticket and ready on the day of your collection. Should you require a delivery outside of your normal delivery day please contact Customer Services.

Increasing Stock Levels

To request additional stock, please contact Customer Services who will check availability and confirm a delivery date. If you require a purchase order number to be quoted please ensure this is given at time of ordering.

All additional stock will be despatched on your normal delivery day and should be checked on receipt. Any discrepancies should be reported immediately to Customer Services.

Reducing Stock Levels

Reducing your stock levels can be carried out in line with your agreed Terms and Conditions by contacting Customer Services and advising them of the items to be reduced. All returned stock must be packed separately and returned together with the designated paperwork.

Action Bags

We issue Action Books/ Bags which are used to return items that require action outside of the standard process i.e. embroidery, permanent returns, faulty items etc. The action book should document items returned and the reason for return. The completed forms should then be placed in the action bags.

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