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# CUSTOMER CARE STATEMENT

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# CUSTOMER CARE PLEDGE

## Our Company

Lefroy Valley started in 1984 as a family business which has grown into an exciting and established horticultural seed company. It brings together a tight knit, committed and knowledgeable team, and continues to grow from strength to strength with over 30 years in the business.

Lefroy Valley employs staff who are passionate about horticulture and its future. The Growing Solutions we offer to our customers are practical and are based on experience, honesty and professionalism.

These qualities flow over into an immense pride for the attitude and strength we display as a company, and for the enormous respect we have for each other and our customers. Most of all, Lefroy Valley staff enjoy their work and are proud of the quality of product, and service, they can offer to you, the Australian grower.

## Our Customer Care

At Lefroy Valley, customer care goes hand-in-hand with our everyday vision of Grower Solutions.

We believe in continuous improvement, as well as the strengthening of our relationship we build with our customers. As part of our dedication to customer care, Lefroy Valley has a Customer Service Manager, along with a sales support team that works alongside Sales Representatives and Logistical staff to ensure customers receive an exceptional experience each and every time they deal with Lefroy Valley.

We are dedicated to creating positive experiences for customers by conveying a genuine concern for your needs and providing quality products when required.

We aim to provide customers with Grower Solutions, while committing ourselves to excellence and integrity in our dealings.

## Our Customer Care Pledge to you

- To provide a positive experience
- To always attempt to exceed our customers expectations
- To conduct ourselves with integrity and respect
- To strive to make dealing with Lefroy Valley as easy as possible
- To provide accurate and clear information in a timely manner
- To value your feedback to understand how we can better service your needs

**Please go to the link below to find your nearest sales and support representatives**

<http://www.lefroyvalley.com/contact.aspx>



**p: 1300 LEFROY**  
**Australia wide**  
**e: sales@lefroyvalley.com**