

MANAGING YOUR LINEN



Luxury Linen Hire.....

From eating to sleeping

At Johnsons Stalbridge Linen Services 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. For our guide on how to complete a laundry ticket, please visit our Customer Support page on the Johnsons Stalbridge Linen Services website. Should you require a delivery outside of your normal delivery day please contact your Customer Service Team.

Increasing Stock Levels

To request additional stock, please contact your Customer Service Team 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 your Customer Service Team.

Reducing Stock Levels

Reducing your stock levels can be carried out in line with your agreed Terms and Conditions by contacting your Customer Service Team 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 bag which in turn should be placed in a hamper for return to the factory with your next collection.

