

Our Customer Charter

Our customers are at the heart of our business and we are committed to delivering an unrivalled service to each business we work with. We continuously strive to tailor our services to meet individual needs and promise to deliver a service that is of the highest quality and offers value for money.

Our customer charter explains the level of service you can expect from our team:



We are always on hand to help

We are committed to dealing with all requests and queries within a timely fashion, and will respond to you within the same working day.



We will always give you the right treatment

We deal with our customers in a friendly, polite, helpful and professional manner at all times. Our team is committed to always providing a service of the highest standard.



We will communicate with you in a clear manner

We are committed to providing clear and easy to understand information, writing and talking in plain English, avoiding unnecessary jargon and explaining acronyms.



We provide solutions you can trust

We are proud to operate in an honest, reliable and ethical manner and apply these principles to every decision we make.



We value your opinion

We believe that customer feedback is vital. We actively seek, listen to, and act upon all feedback we receive.



We are committed to keeping you informed

We continually look for ways to communicate with our customers to highlight relevant industry developments, keeping you informed of any issues that could affect your business.



We care if things go wrong

We act on any complaint we receive. You can expect an initial response within the same working day, and we aim to investigate and find a resolution within 5 working days. If it is going to take longer, we will let you know why.



We care about the environment

We continually strive to be as sustainable as we can, finding the most environmentally friendly methods of running our business and reducing our own waste, energy and materials.

Get in touch

Get in touch

Tel: 0845 129 7177

Fax: 0845 129 7178

Email: packaging@clarityenv.eu

Stay connected

Business hours

Monday to Friday: 09:00-17:00

Saturday and Sunday: Closed

Visit us

9 & 10 Hunns Mere Way,
Woodingdean Business Park,
Brighton, BN2 6AH

[Link to Google Maps](#)

Alternatively, click the map to the right.

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