

Working with Windsor

Dear Valued Customer,

Thank you for considering partnering with Windsor. We are excited to share more information about how we can help support your funeral home and provide high-quality products to your customers.

With 30 years of continuous operation in the funeral industry, Windsor has established a reputation for excellence. Our policy of continuous improvement means we are always listening to customer feedback and adapting to meet the evolving needs of the industry. As a result, our range of caskets is designed to reflect the unique requirements of the funeral industry.

We take pride in our manufacturing methods and equipment, which are modern and up to date. Our investment in equipment has enabled us to improve production times and methods, ensuring we can meet the high demand for our products while maintaining quality. Our skilled staff have perfected their art, and our average factory staff tenure is 6.5 years, demonstrating our commitment to our team and the industry.

At Windsor, we understand that funeral homes need reliable suppliers who can provide a consistent supply of high-quality products. That's why we guarantee our supply of raw materials from reputable suppliers and hold stocks of raw materials, ensuring that we can meet demand even during disruptions like the recent pandemic. Our team culture is centred around teamwork, and we work hard to ensure that orders are fulfilled on time, even if it means working outside of regular hours.

We are committed to caring for our customers, and our delivery service covers the entire North Island. Our team of drivers is committed to ensuring that your caskets arrive in prime condition, and we use our own fleet of Mercedes Sprinter Vans to transport our products.



Our range of caskets includes environmentally conscious options, such as ECNZ certified pine and reclaimed rimu. We also cater to the Māori community with our hand-carved caskets and urns by the carvers at the Pukaha Wildlife Centre.

As the leading manufacturer of solid timber caskets in the industry, we are dedicated to doing our part for the environment. We work with "Trees that Count" to plant a native tree in a reserve each time we sell a solid timber casket, and we recycle our sawdust and chips into 100% natural briquettes for BBQs and other uses.

We understand that pricing is an important consideration for funeral homes, and we strive to provide competitive pricing that reflects the true cost of manufacturing our caskets. We are transparent with our pricing and do not charge handling or call-out fees. For larger quantities, we can negotiate pricing and even absorb freight costs for regular weekly runs.

In conclusion, partnering with Windsor means that you can count on us to provide high-quality products, reliable service, and competitive pricing. We are dedicated to meeting the unique needs of the funeral industry and are committed to continuous improvement to ensure that we remain a trusted supplier for years to come.

Thank you for considering Windsor as your supplier, and we look forward to serving you and your customers with care and compassion.

Sincerely,

The Team at Windsor