

## Our Consumer Service Charter

- ✓ We promise to fit OE (Original Equipment) or MQP (Matching Quality Parts) to our customers' vehicles unless specifically requested otherwise.  
(Excludes tyres)
- ✓ We promise to treat all our customers professionally, with courtesy and respect.
- ✓ We promise to service and/or repair our customers' vehicles safely to **actual** requirements and will only proceed with additional work with their approval.
- ✓ We promise to make available for inspection, at point of customer collection, all replaced parts if requested to do so beforehand.
- ✓ We promise, wherever possible, to ensure we have the technical ability and equipment to carry out all work undertaken.
- ✓ We promise to endeavour to resolve any causes of our customers' dissatisfaction with the utmost urgency.
- ✓ We promise to **"guarantee"** all of the work that we carry out.
- ✓ Above all we want **all** of our customers to be happy that the work carried out has been done professionally and represents good value for money, so that they remain our customers and tell others.

**Servicesure Autocentres are a national network of quality independent garages. We offer you, the consumer, the highest standard of customer care without compromise**