

CUSTOMER COMMITMENT

To ensure confidence in what we do, our commitment to our customers must be visible at all times. That's why we have on display in our dealerships these posters displaying our guarantee of quality service at all times.



essex autogroup
Doing it even better for you

OUR AFTER SALES CARE COMMITMENT

Provide convenient and flexible appointments for routine maintenance, repair, Body/Paint rectification and Parts and accessory supply.

Acknowledge your arrival in Service Reception within an acceptable time frame and effectively note and interpret your requirements.

Provide price estimate prior to start of work and obtain your approval.

Service vehicle RIGHT FIRST TIME and keep you informed of progress.

Vehicle ready when promised - at agreed time (including paperwork).

A thorough explanation of work done and charges.

Price & Quality Promise: we will match any like for like written quotation in our locality or will refund double the difference. We use only genuine parts, manufacturer trained technicians and our workshop quality is independently assessed via RAC inspections.

We will offer to arrange your ongoing transport needs including:

- Free shuttle bus service
- OR collection and delivery
- OR low cost replacement vehicle

Comfortable waiting area with free drinks availability

Convenient toilet facilities including disabled facility

Parking assistance & handover of your vehicle on site

PLEASE REMEMBER - OUR AIM: YOUR COMPLETE SATISFACTION

Should we not gain your complete satisfaction on any aspect of your sales experience, please let me know personally - email: pmaskell@essexautogroup.com

A handwritten signature in blue ink that reads 'Philip Maskell'.

PHILIP J. MASKELL
CHAIRMAN/MANAGING DIRECTOR