

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 SALES COMMITMENT

YOUR PURCHASE

To courteously acknowledge your arrival and provide assistance at your request.

To demonstrate interest and enthusiasm in your needs and by listening, establish an advisory relationship.

To offer a proper vehicle presentation and Test Drive opportunity in a suitable vehicle best matched to your requirements.

Our Salespeople and Management Team to provide you with thorough explanations, leading to a pleasant and non pressured purchase experience.

THE DELIVERY

Using a formal checklist, our Salespeople will hand over your new vehicle to the highest standard.

Our Salespeople will illustrate the benefits of your free Smart Card membership. They will offer to introduce you to members of our Service/Parts team, to provide reassurance that you will be cared for during your ownership of the vehicle.

The Salesperson will contact you within 7 days after delivery to ensure you are completely satisfied with the vehicle purchase experience.

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

PHILIP J. MASKELL
CHAIRMAN/MANAGING DIRECTOR