

GCS Customer Service Commitment

GCS provides a personal and knowledgeable service to over 3,000 customers each year. Above all, we want all of our customers to be very satisfied that the work carried out by our highly trained ATA accredited staff has been completed professionally and represents good value for money.

Independently, our customers rate our service as excellent for:

- The standard of our repairs
- The helpfulness of our staff
- Their general satisfaction overall

GCS' high level of service is achieved as a result of our commitment to the following:

- ✓ We are committed to providing honest and accurate advice.
- ✓ Wherever possible we fit OE (Original Equipment) or MQP (Matching Quality Parts) to our customer's vehicles unless specifically requested otherwise.
- ✓ We treat all customers professionally, with courtesy and respect.
- ✓ We promise to service and /or repair our customer's vehicles safely to actual requirements and will only proceed with additional work with their approval.
- ✓ On request all replaced parts are available for inspection at the time of collection.
- ✓ We promise, wherever possible, to ensure we have the technical ability and equipment to carry out all work undertaken.
- ✓ If any of our customers are dissatisfied with the service received, we are committed to resolving the problem with the utmost urgency.
- ✓ We guarantee all of the work that we carry out.
- ✓ For our locally based customers we can offer a pick up and return service.
- ✓ Where possible, a courtesy car will be provided.

If you feel that GCS has not fulfilled any of the above service commitments, please contact Paul Alford either by email: sales@genuinecarservices.co.uk or call: **07969 722027**

NB. Your statutory rights as a Consumer are unaffected.

Genuine Car Services
www.genuinecarservices.com

