



Customer Care Policy Statement

Crescent Motoring Services Ltd will endeavour to provide outstanding levels of service to all our customers. It is our intention to ensure that every customer can expect the highest quality of workmanship, be treated in an honest & friendly manner & be assured that their vehicle is in the best hands whilst in our care.

We continually invest in our facilities, equipment & training & regular audits are carried out to ensure that we continue to meet the highest standards required in the automotive & repair industry.

Crescent Motoring Services is committed to helping the environment & always ensures that we comply with environmental legislation by ensuring all waste oil, fluids and filters are disposed of responsibly.

We are continually seeking to make improvements & realise that our future success relies on us keeping our customers happy, both commercial & retail.

We strive to ensure we provide you with the highest standard of customer service at all times however we recognise that things can & do go wrong, however we are committed to resolving these issues promptly.

If you wish to make complaint or have any concerns then please do bring these to our attention.

NOTICE OF BUSINESS TERMS

All work undertaken on your vehicle must be paid for in full at the time of collection unless credit terms have been agreed in advance. All outstanding bills will attract interest at 8% per annum plus the Bank of England's base rate.

WARRANTY

Parts & Labour are guaranteed, terms vary depending on parts supplied, This is from the date of invoice excluding any damage arising from customer or third party interference, routine wear and tear, negligence, abuse or accidental damage.

In the event of a claim you should contact us immediately, where upon the defect will be assessed and rectified providing they fall under our warranty terms. Your statutory rights are not affected.



ESTIMATES

All estimates given are professional & do not bind the company in any way. Estimates are valid for 6 months from the date of issue & further charges may apply if additional work is required.

OWNERSHIP OF GOODS

All goods fitted to your vehicle remain our property until they are paid for in full and we reserve the right to withhold a vehicle after completion until full payment is made.

UNCOLLECTED GOODS

Any vehicle not collected after 7 days (without prior approval) will be charged a rate of £5 per day.

LIABILITY

Crescent Motoring Services & all its staff will take reasonable care of your vehicle whilst its in our garage. This does not extend to any personal items/business goods left in the vehicle and the customer must ensure all valuable items are removed from the vehicle. If whereby an agreement is made that a customer vehicle is left outside of the premises before or after normal business hours any risk, loss or damage is the customers responsibility.

