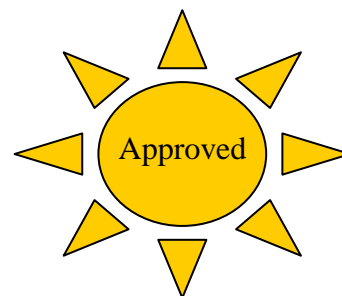


Find us in...

The
Good Garage Guide

Code of Practice	
When you drop off your vehicle our staff	
1	Will deal with you in a courteous manner
2	Will know customer service standards and code of practice
3	Will agree work to be carried out
4	Will inform you if certain types of payment are charged or not accepted
When your vehicle is in our care we will	
5	Give clear details of repair options and costs
6	Give written quotes (including VAT) when requested
7	Explain any diagnostic work and get your agreement for work
8	Use approved products that remove contamination
When you collect your vehicle we will	
9	Make parts replaced during service or repair available for inspection
10	Provide a service check list of work carried out
Our after sales will	
11	Give customers the opportunity to leave feed back
12	Deal with any complaints in a fair manner

Good Garage Guide



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The code of practice has been compiled from
the DTI "be garage wise"



Christine J Booth secretary

it's the biz !