

SM Cars Norwich Ltd Customer Complaints Procedure.

SM Cars Norwich Ltd is committed to providing products and services of the highest standard. But we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to help resolve the situation in a fair and transparent way.

SM Cars Norwich Ltd will investigate all complaints competently, diligently and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently and promptly taking into account all relevant factors to ensure a fair outcome for you.

Step 1

Discussion with your Sales Manager. If you have a concern with either your vehicle or the service you have received from us, please firstly raise this with the Sales Manager. They are best placed to address your concerns.

Step 2 Contacting us. Should you remain unhappy with their response, please contact us by your preferred method from the list below.

SM Cars Norwich Ltd, Unit 12 Vulcan Road South, Norwich, NR6 6AG
Telephone: 01603-487249

Email: sales@smcarsnorwich.co.uk

We're here: 9am – 5:30pm Monday to Sunday

Calls are charged at the local rate, plus your phone company's access charge.

What you will need to provide.

To help us investigate and try to resolve your complaint, please provide us with the following information:

- your name and address;
- details of how we can contact you;
- a clear description of your complaint;
- details of what you would like us to do to rectify the situation; and if appropriate, copies of any relevant supporting documentation.

Our commitment to you.

We'll thoroughly investigate your complaint and offer a fair response that will take into account all the information available to us. We will do our best

to resolve your complaint quickly, if possible. If this is not possible, we will: within 5 working days, provide a written acknowledgement of your complaint and give you the details of who is handling the case and how to contact them, keep you updated on the progress of your complaint, and within 8 weeks of receiving your complaint, we will either: write to you with our final response and the reasons for providing this response, or explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it. We may not always provide the answer you are looking for, but we'll make sure we offer a clear explanation for our decision here.