

CUSTOMER CARE CHARTER



INTELLIGENT MOTION

OUR PROMISE TO YOU



Dear Customer,

At Mitsubishi, our customers are at the heart of everything we do. When you purchase a Mitsubishi you become part of our family and we'll ensure you receive a warm welcome should you ever have reason to get in touch.

We are committed to ensuring we provide 'Excellent Service' and our Customer Care Charter has been produced to let you know what you should expect from us.

A handwritten signature in black ink, appearing to read 'Lance Bradley', with a stylized flourish at the end.

*Lance Bradley
Managing Director*

OUR PROMISE TO YOU

Here at Mitsubishi Motors in the UK, we promise to:

- Be polite and helpful
- Listen to you and make every effort to help
- Be fair to you and not discriminate
- Provide information in clear and easy to understand language
- Always try to answer your questions the first time you contact us, or let you know when we can help if we cannot answer your question straightaway.

OUR COMPLAINT PROCESS

Sometimes at Mitsubishi, as elsewhere, things can go wrong – no matter how hard we try. If you aren't totally satisfied with a recent experience then we'd like to hear about it. We've outlined our complaint process below for you and ask that this process is followed to ensure your matter is fully investigated and responded to.

1. SPEAK TO THE DEALERSHIP INVOLVED



If you want to make a complaint about your Mitsubishi vehicle or the service received, contact the management at the dealership. They will take action and are best placed to provide a quick response.

2. CONTACT CUSTOMER SERVICES

If you aren't 100% happy following discussions with your dealership, then you can contact our Customer Services team using one of the methods below.

Email: cs@mitsubishi-cars.co.uk
Telephone: 01285 647774
Mail: Customer Services
Mitsubishi Motors in the UK
Watermoor Road
Cirencester
Gloucestershire GL7 1LF



A Customer Service Advisor will investigate your concerns. We aim to provide a response to you in a timely manner but some cases are complex and require investigation. If we need longer, we'll let you know.

Our team of Customer Service Advisors are best placed to handle customer matters, however, if you wish to escalate a matter this will be passed on to the supervisor and ultimately the Customer Service Manager to be dealt with.



3. ISSUE UNRESOLVED? SPEAK TO MOTOR CODES

If a complaint cannot be resolved, we will refer you to Motor Codes – a CTSI Certified Alternative Dispute Resolution (ADR) provider. Motor Codes may be able to help you resolve the matter without the need for litigation.

Contact details:

Email: consumer@motorcodes.co.uk
Telephone: 0207 344 1651
Mail: Motor Codes Conciliation Service
PO Box 44755
London SW1X 7WU
Web: adr.motorcodes.co.uk



MOTOR INDUSTRY
CODE OF PRACTICE

New Cars



When you call us we will:

- Answer your call promptly
- Make sure you are put through to the right person
- Call you back at a convenient time if we cannot help you straightaway
- If we are unable to answer your query at the first point of contact, we will give you the details of the person we will be transferring your enquiry to, and will explain the reason for your contact, so that you will not have to repeat your enquiry



Call: 01285 647774

When you email us we will:

- Aim to reply to you within one working day or;
- Let you know how long it will take us to get back to you



Email: cs@mitsubishi-cars.co.uk

When you write to us we will:

- Aim to reply to you within five working days or;
- Let you know how long it will take us to get back to you



Mail: Customer Services
Mitsubishi Motors in the UK
Watermoor Road, Cirencester GL7 1LF

THE BORING LEGAL BIT...

We, The Colt Car Company Ltd. (Mitsubishi Motors in the UK), are the official distributor of Mitsubishi light commercial and passenger vehicles in the UK. All Mitsubishi vehicles imported by us are provided via a UK approved Mitsubishi dealer network, however, this network is made up of franchised dealerships who are not controlled nor owned by us. If your complaint is concerning the supply of a Mitsubishi vehicle please be aware that your contract of sale is either with the supplying dealership or finance provider (whichever is applicable).

USEFUL NUMBERS

We've listed some useful numbers below that you might like to save to your mobile, should you ever have cause to contact us or one of our providers.

MITSUBISHI CUSTOMER SERVICES **01285 647 774**

FINANCE MITSUBISHI **0344 824 8888**
IF YOU HAVE A FINANCE AGREEMENT WITH THEM

MOTOR CODES **0207 344 1651**

MAP **0800 587 9833**
IF YOU EVER BREAKDOWN, AND HAVE MAP COVER,
THESE ARE THE PEOPLE YOU NEED TO TALK TO

MOTOR INSURANCE **0800 980 1693**
FOR ANY INSURANCE RELATED QUERIES

EXTENDED WARRANTY **0345 641 9762**
FOR ANY QUERIES RELATED TO EXTENDED WARRANTY
