



COMPLAINTS POLICY AND PRECEEDURE

Any complaints with regards to faults occurring to a vehicle must be brought to the attention of Specialist Cars UK Ltd before any work is carried out.

Complaints can be logged via the following means –

Over the phone on 02920 485080

Via email – sales@specialistcars.uk.com

Via WhatsApp – 07395525759

If unresolved the complaint should be escalated to the business manager.

Should any complaint be raised we will endeavor to respond in a timely manner within 5 working days.

We will endeavor to work to a resolution should our warranty provider give an unsatisfactory response.

Yours sincerely

Specialist Cars UK Ltd



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CF24 5HQ

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