

Customer Service Charter

About this Charter

Lotus Cars' Customer Service Charter is written in accordance with the Motor Industry Code of Practice for New Cars and explains how we interact with our customers.

We will review this Charter at least once every year in order to ensure its ongoing effectiveness.

Our Contact Details

Contact details of our authorised dealers, repairers and body shops can be found by visiting our website www.lotuscars.com and clicking on the Dealer Locator.

You can contact our Head Office Customer Service Department as follows:

In writing:
Customer Services
Lotus Cars Limited
Potash Lane
Hethel
Norwich
NR14 8EZ

By telephone:
+44 (0)1603 732194

By email:
customerservices@lotuscars.com

Our Service to You

We will treat all customers fairly, courteously and without bias.

We will be positive and helpful towards our customers, respond promptly to enquiries and, when asked, provide reasons for our decisions.

Product and service information that is not available on our website can be accessed by contacting one of our approved dealers, repairers or body shops.

We will ensure that customers are put in contact with someone who understands their requirements and is able to respond accordingly.

We will aim to answer the telephone as quickly as we can. If we cannot answer the telephone, then we will respond to any messages left in a timely fashion, and certainly within the same business day.

We will respond to written correspondence within 10 days of receipt or if the response is going to take longer, we will let you know why and when you can expect to receive a detailed reply.

We will endeavour to reply to warranty authorisation requests from our authorised dealers, repairers and body shops within 4 working hours of receipt.

Our Authorised Network

We carefully choose skilled and experienced motor trade professionals to become members of our authorised network of dealers, repairers and body shops. Every one of them believes in this Customer Service Charter and has committed to abiding by its principles.

Responding to your Queries, Feedback and Complaints

We want to improve our products and make our authorised network more efficient and effective. Your feedback is greatly appreciated and is essential to the development of our business and future products.

If you have any suggestions about how we can improve or would like to make a complaint, please contact your authorised dealer, repairer or body shop or our Head Office Customer Service Department.

Complaints

Please let us know if our authorised network or our own employees have not dealt with you fairly, honestly or promptly. Refer the complaint to the selling dealer in the first instance, preferably addressing your correspondence to a senior executive, director or proprietor.

If the complaint relates to the warranty on a new car and the dealer is unable to resolve the matter, please take your complaint direct to our Head Office Customer Service Department.

We aim to provide a detailed response to your complaint within 20 days of receipt, but some cases are complex and require lengthy investigation, so if we need longer, we will contact you and let you know.

If you fail to reach a satisfactory conclusion, please refer your complaint to the Motor Industry Code of Practice for New Cars. Any such complaint must be in writing or emailed via the their website:

Motor Industry Code of Practice for New Cars
71 Great Peter Street
London
SW1P 2BN

www.motorindustrycodes.co.uk

Your Rights

You have rights under the Data Protection Act 1998 that prevent us from misusing your personal information. You also have right to access certain information about you and your company in the possession of our organisation.

Any personal Information you provide to us will remain confidential and will not be distributed outside of our organisation without your express permission or when it is legally required of us to provide it

