

Date : 7 Dec 2011 Vehicle : BMW 530D Sport Name : Unknown

100%

Score 170 / 170

How old is your vehicle? 7-10 years

What work did the garage carry out? Service

Is your vehicle covered by a warranty? No

Were the parts supplied as agreed beforehand? ✓

Was the work completed within the agreed timescale? ✓

Did the garage successfully complete the work? ✓

Staff assistance



Clarity of the estimate or quotation (if requested)



Explanation of work carried out to your vehicle



Explanation of any additional work/charges (if applicable)



Explanation of the parts warranty and/or repair guarantee (if applicable)



Explanation of technical jargon (if applicable)



Clarity and detail of the invoice (if applicable)



Where the work was not covered under a new car warranty, did the final invoice reflect the initial agreement and any additional authorised work? ✓

Would you recommend this garage to friends or family? ✓

Are you satisfied with the work carried out to your vehicle? ✓

Booking process



Quality of the service and/or repair



Level of information provided about the work and your bill



Level of customer service

