



Customer Services Support Levels

04/08/2020



Customer Services Support Levels

Dear Colleague

Customer Services Team

As you are aware we have been operating a reduced Customer Services support service throughout the lockdown period to ensure we continue to maintain contact with our retailers and customers. Consequently as far as is possible in the current circumstances we remain up to date in terms of processing warranty claims and responding to enquiries.

We continue to be available for contact via e-mail on either customerservices@baileyofbristol.co.uk or retailerservices@baileyofbristol.co.uk but there continues to be no telephone contact at present.

We have monitored the level of enquiries received over the lock down period and staffed the department accordingly. Accordingly, following the decision to re-commence production in August we will start returning to normal service levels in the Customer

Services Team from **w/c 24/08/20** onwards. Standard communication channels will re-open at that time.

Please direct all parts enquiries to PRIMA Leisure on info@primaleisure.com

Service Centre & Rapid Response Service

The Bailey Service Centre is currently closed for the usual summer shut down period and will re-open **w/c 17/08/20**. Prior to closing for this holiday the Service Centre Team completed the repair work on all vehicles held on-site during the lockdown period.

Upon return to work the team will be looking to re-schedule the return of any vehicles already booked in for a back to factory repair prior to lockdown before taking any additional new bookings. Please continue to submit your back to factory repair requests via BOBAS in the usual manner and they will be reviewed in the usual manner.

Please be aware that in the current situation restrictions on parts supply may mean that lead times on the completion of repairs may be extended.

The Rapid Response Service will recommence **w/c 31/08/20** onwards. Initially, for health and safety reasons, we will be unable to offer a service for locations which are outside the daily travel distance from Bristol. We will review this situation on an on-going basis and in conjunction with the latest Government Guidelines in relation to the prevention of the spread of the COVID-19 virus.

Should you have any further queries on any of the above then please feel free to contact us on customerservices@baileyofbristol.co.uk

Finally we would like to thank you once again for your on-going support and understanding during these challenging times.

Best regards

Chantelle Kimmins
Customer Services Manager