



2020 Service Window Extension

Dear Colleague,

Further to my original bulletin of 18th March 2020 on the extension to the 2020 service window, and in light of the continuation of the lockdown measures against the prevention of the spread of the COVI-19 virus, I am writing to you with the following update.

In order to accommodate customers who have been unable to get their vehicle serviced during the COVID-19 lockdown period we have taken the decision to extend the due date of the 2020 annual vehicle service by a further two months, making **six** months in total. Provided the vehicle is serviced in this extended window then the warranty will remain valid.

The six month window extension applies to all vehicle services during the warranty period. This will mean owners of vehicles requiring their third or six year annual service will therefore, as a gesture of goodwill, potentially enjoy an additional six months on the term on their manufacturers' warranty or bodysell integrity warranty.

Hopefully this will allow customers to use their vehicles when it is deemed safe to do and get them serviced later in the year. From a Retailer perspective this decision should reduce pressure on workshop capacity and allow you to focus on preparing vehicles for collection during this key handover period.

The date of the 2021 annual service will however need to be brought back in line with the anniversary of the original date of purchase. This will mean that the required interval between 2020 and 2021 annual services may well be less than twelve months in order for the warranty to continue to be maintained.

On a final point the Customer Services Department has been working remotely during the lockdown period and we are now up to date in as far as we can be in terms of processing warranty claims and responding to both Retailer and Customer enquiries.

In light of the latest Government Guidelines we understand that a number of our Retailers are planning to re-open at the beginning of June. Please feel free to continue contacting us via e-mail on customerservices@baileyofbristol.co.uk should you require any assistance from a Bailey Customer Services perspective in this process and we will look to staff the Department accordingly.

Best regards

Dave Evans
Head of Customer Services