



Retailer Services Bulletin
Post COVID-19 Customer Service Policy
25/05/2020



Post COVID-19 Customer Service Policy

Dear Colleague,

Following the recent relaxation of the rules on the prevention of the spread of the COVID-19 virus, we understand that many of you are beginning to make plans to re-open in early June.

We appreciate that following an extended period of closure you will have a number of questions relating to warranty policy in the current circumstances. In order to assist you we have compiled the following list of FAQs on this matter based upon the most common queries we have received directly from customers during the lockdown period.

Vehicle Servicing

Q: I am unable to get my vehicle serviced on its anniversary date as our Approved Bailey Retailer or Service Centre is closed. How will my warranty be affected?

A: In order to accommodate customers who have been unable to get their vehicle serviced during the COVID-19 lockdown period we have extended the due date of

the 2020 annual vehicle service by an additional **six** months. Provided the vehicle is serviced in this extended window then the warranty will remain valid.

Q: Does the six month window extension apply to all vehicle services?

A: The six month window extension applies to all vehicle services during the warranty period. This will mean owners of vehicles requiring its 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.

Q: When will I need to get the 2021 annual service on my vehicle completed in order to maintain the warranty?

A: The date of the 2021 annual service will 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 be maintained.

Q: What happens if I am unable to get my vehicle booked in for service during the six-month extended window?

A: If there are sound reasons (e.g. illness or bereavement) why a customer cannot get their vehicle serviced during the extended service window, please forward case details to Chantelle Kimmins on Chantelle.Kimmins@baileyofbristol.co.uk and it will be reviewed accordingly. Rest assured we want to give customers as much latitude as possible in getting their vehicle serviced during these unique circumstances.

Vehicle Warranty Work

Q: Should there be any warranty work required following the delayed annual inspection how long do I have to get it completed?

A: We will allow Approved Bailey Retailers or Service Centres three months from the date of service to complete any resulting warranty work

Q: I had existing warranty work booked into be completed during the lockdown period. Where do I stand now?

A: We will allow Approved Bailey Retailers or Service Centres an additional three months from the date they re-open after the COVID-19 lockdown period to complete any existing warranty work they were unable to attend to during that time

Please note with the exception of the above all other standard warranty terms and conditions continue to apply. For more information visit:

<https://www.baileyofbristol.co.uk/warranties-servicing/>

Customer Service Team Support

A skeleton Customer Services Team has been working remotely throughout the lockdown period to ensure we maintain contact with our Customers and Retailers. As a consequence as far as is possible in the current circumstances we are now completely up to date in terms of processing claims and responding to both Customer and Retailer enquiries.

We continue to be available for contact via e-mail on either customerservices@baileyofbristol.co.uk or retailerservices@baileyofbristol.co.uk but there will be no telephone contact until further notice. We will monitor the level of enquiries received over the coming weeks and staff the department accordingly until it is deemed safe for the business to fully re-open.

As per usual please direct all parts enquiries to PRIMA Leisure on info@primaleisure.com

Service Centre & Rapid Response Support

The Bailey Service Centre technicians will be returning to work in the near future. Initially they will work on the repair vehicles currently held at South Liberty Lane for either warranty or insurance work. Once the work on these units has been completed, provided our Retailers have re-opened and the Transport Companies are back in operation, we will look to start bringing back other vehicles scheduled for a factory repair

At this point in time, for health reasons, we will be unable to offer a Rapid Response service until further notice. Apologies for any inconvenience this may cause but the safety of both our and your employees must be the priority in the current circumstances.

If we have not answered your query in the responses to the questions above then please feel free to contact us on customerservices@baileyofbristol.co.uk

Best regards to you and your team

Dave Evans
Head of Customer Services