



This Certifies That:

Mendem Motors Ltd

Is an Approved Member of

**TRUST
MY GARAGE**

Date Issued

07th December 2018

Stuart James - Director

TRUST MY GARAGE



CUSTOMER CHARTER

The Trust My Garage Customer Charter demonstrates the level of commitment our garages follow to make your service or repair experience of the highest quality. We strive to get it right, first time, every time; Trust My Garage to...

- ✓ Provide me with a fixed quote or an estimate, both inclusive of parts, labour and VAT
- ✓ Only charge me for work completed and parts supplied and fitted
- ✓ Allow me to follow my vehicle's service schedule
- ✓ Work to high standards and continue to achieve the key industry standards set by the RMI's IGA
- ✓ Explain things clearly and treat me and my vehicle with respect
- ✓ Use up to date technical information, techniques and tooling
- ✓ Comply with the TMG 'Code of Practice for Service and Repair'

