

# CVM CARS CUSTOMER CHARTER

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The CVM Cars Charter is a set of 6 Promises that outline what our customers can expect from us and what we will always strive to deliver.

At CVM Cars our goal is to make car buying easy, hassle-free and most importantly, enjoyable!

1. **Product Quality** – we promise to only source cars from trusted partners. All our cars are subject to an 82 point preparation standard and qualifying cars come with 12 months RAC Breakdown & Recovery and an RAC three month warranty.
2. **Clear Communication** – we promise to provide all customers with clear information and keep them appropriately informed, before and after the car sale. We promise not to use industry jargon.
3. **Unbiased Advice** – we promise when we advise customers, we will ensure it is suitable and takes their circumstances into consideration, not ours.
4. **Improved Service** – we promise to listen! We want to know what our customers think. We ask every customer for their feedback on our service and most importantly, we act on it. Our customers make us better.
5. **Be Human** – we employ staff who have big smiles and big hearts, and central to their core is honesty, integrity and a “customer first” attitude.
6. **Knowledge** – we promise to keep our staff’s product and finance knowledge up to date and to industry standards, in line with SAF accreditation.



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