



Customer Pledge



As one of the requirements to become a Unipart Car Care Centre, a garage must honour the customer pledge below:

If required, we provide a fully itemised, written estimate (including VAT) before working on your car.

Our technicians have the skills to complete the job on your car in a professional manner.

If we identify additional work, we will contact you to inform you of the cost and if the work is essential, so that you can make an informed decision about how you would like us to proceed.

We will check your car against the work undertaken before returning it to you.

We will retain replaced parts for inspection for at least 24 hours after you have collected your car.

We will offer and fit parts of equivalent quality to those fitted by the manufacturer of your vehicle.

That is why we fit Unipart supplied parts whenever we can.

Our objective is to complete the work on your vehicle on time. If your car is not going to be ready as promised, we will contact you to inform you of this.

At the end of each job an itemised invoice will detail what we have done, including parts replaced and their warranties.

We will inform you of work identified that does not need to be undertaken immediately, but may soon be required.

We will record all the servicing completed in your service record book or Unipart Car Care Centre record book. This may enhance the resale value of your vehicle by demonstrating that you have had it regularly maintained by a quality garage.

A qualified member of staff will be available to answer quickly and courteously any technical or customer service questions you may have.

In the unlikely event of us being unable to resolve a problem to your satisfaction, we will abide by the decision made by an independent arbitration service.

We offer a nationwide, 12 months/12,000 mile parts and labour guarantee* on all work involving the replacement of parts.

Above all, we pride ourselves in always offering high standards of workmanship and friendly, helpful service.

*In the unlikely event of a replaced part failing due to incorrect fitment or the part itself being faulty, we offer the added reassurance of free parts and labour for replacement within 12 months or 12,000 miles commencing from the date of original fitment, whichever is the earlier. This can be carried out either by us or any participating Unipart Car Care Centre throughout the UK, each of which has agreed to offer the same guarantee. Your statutory rights are not affected.