

OUR CUSTOMER PROMISE

DELIVERY

- All parts that are confirmed in Perkins' stock and ordered before 4pm Monday to Friday will be delivered the next working day

SERVICE

- Our staff can be contacted anytime, day or night to organise a service response
- We will commit to a fixed date and time for an engineer to attend
- In an emergency we will attend the next day at the latest - but sooner if we can

TOTAL QUALITY

- Our aim is simple; to get the customer's engine up and running as soon as possible by diagnosing the equipment fault correctly, and fixing it fast
- In the exceptional circumstance when we are not able to resolve the problem first-time, we will agree the next step during our visit, and make it happen
- The customer will receive prompt invoices that reflect accurately what we delivered and to the agreed price

OUR COMMITMENT

- Should we fail to deliver on any of these promises, we will investigate immediately. If the customer is not entirely satisfied with the outcome then a senior manager will respond to the complaint.

**WE AIM TO IMPRESS THE CUSTOMER WITH OUR
EFFICIENCY AND SERVICE – EACH AND EVERY TIME**