

JAX Tyres & Auto Customer Charter

We value and encourage your feedback

Our
commitment
to you



JAX Tyres & Auto is committed to providing the highest standard possible to our customers. Our employees are committed to providing you with a high quality service via access to consistent, transparent, relevant, accurate advice and information. Our customer charter displays our commitment to you and how we will work together to meet your individual needs and expectations.

We're Committed to Customer Service That:

- Is guided by our company values.
- Is considerate of our customer needs and preferences.
- Is delivered by skilled, motivated and courteous staff.
- Aligns to our brand promise 'Peace of Mind Driving', delivered across the entire customer journey.

Customer Service Standards

Our reception area will be:

- A clean, tidy and safe environment.
- Accessible and welcoming.
- Staffed during business hours.

At All Times Our Employees Will:

- Listen carefully to what you have to say.
- Speak openly, honestly and fairly.
- Be helpful, empathetic, polite and courteous.
- Follow through on any commitments they make.
- Value and encourage your feedback.

Our Commitment

We will:

- Be straightforward and transparent.
- Clearly explain our products and services so you can make an informed choice.
- Provide a range of products and services that are designed to suit your individual lifestyle.
- Protect your personal information.
- Treat you as an equal.
- Treat your vehicle with care and respect.
- Notify you, gaining your approval, if during the progress of work carried out, it appears the estimated charges will be exceeded.
- Inform you immediately of any complications or delays.
- Ensure you are aware that non-exchange parts or components removed from your vehicle are available for you to take with you if you wish.
- Display complete detail of work carried out with itemised pricing on all customers invoices.
- Attend to any warranty work quickly and conveniently ensuring a 'No Hassle' resolution.

JAX **TYRES**
& **AUTO**

"Peace of Mind Driving"

Our Expectations of the Customer - How You Can Help Us

To make our job easier in providing exceptional service, we ask our customers to:

- Treat our staff with courtesy and respect.
- Provide accurate and complete details.
- Recognise that we may not have the authority to deal with your request/concern and may need some time to respond in a timely manner.
- Share with us your expectations and/or other priorities so that we can meet your needs.
- Take the time to provide us with positive feedback and let us know when our service has excelled or one of our team has gone above and beyond.

Abusive Customers

- Where a customer is personally abusive or uses bad language, the communication may be terminated immediately by our staff.
- If face to face, our staff may walk away.
- If by telephone, our staff may terminate the call.
- If in an email is deemed vexatious, the customer may be blocked or not responded to.
- We may decide to limit or cease communications with any person who is abusive or derogative in their communication with our staff.
- If our staff feels threatened by the language or behaviour of the customer, the local authorities may be notified.



What to Expect from JAX Tyres & Auto

- Your wellbeing and safety which is delivered through our 'Peace of Mind Driving'.
- Qualified technicians working on your vehicle.
- Peace of Mind vehicle inspections with a transparent written appraisal of the work required, delivered in a calm and sensitive manner.
- Firm quotations for repairs to your vehicle, or where this is not possible, we will clearly advise that it is an estimate only and not binding on either party. We will also advise if a quotation or estimate does not include prices for spare parts or any other material.
- Guaranteed repairs and service, performed by us, against failure due to defective parts or faulty workmanship for a specific number of kilometres or period of time (subject always to the consumers right at law - refer to the JAX Tyres & Auto Guarantee Brochure).
- In our dealings with customers, we will ensure the rights to equal treatment established by equality legislation are upheld. We do not show bias or discriminate in our interactions.

Privacy and Confidentiality

- Our Privacy Policy is available on our website and sets out our commitment to protecting the privacy of personal information provided to us, or collected by us.
- You can have assurance that you will be dealt with in total confidence and in a manner that respects your dignity.

Feedback

- We'll treat you as an individual.
- We'll use your feedback constructively to improve our products and services.

How to Share a Concern

- Our staff are dedicated to providing a professional service and getting things right first time. We always act with good intent to provide the best possible service; however sometimes, despite our best endeavours, we recognise that things may not always meet customer expectations. We therefore have a standard procedure in place to ensure that we investigate your concern fully and fairly.
- If you are dissatisfied with the level or quality of service we have provided you with, let us know. Complaint resolution is an integral part of our continuous improvement process.
- In handling your concern, we will make sure every effort will be made in resolving this as soon as possible ensuring you will be contacted and advised of the course of action to be taken within five (5) business days.

Contact Us

For all compliments, suggestions, concerns or complaints, please contact your local store or visit our website: www.jaxyres.com.au

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