

# Dealer Review Process

## Points to Consider for Rating Dealer Reviews

You may wish to refer back to this section when completing your reviews. Below are some suggestions of what you may wish to consider when assigning a rating for a particular category.

### SALES

- Were your needs and expectations listened to,
- Did you receive good advice,
- Good product knowledge of Carthago,
- Was Carthago range fully explained,
- Were you given a current brochure and price list,
- Was your attention drawn to the small print, especially regarding quoted weights can be + or - 5%
- Were all the optional packages discussed and clearly explained,
- Was the balance of extras v payload explained,
- Did you receive a written quote with a revised payload estimate.
- If second-hand,
  - Were you shown a service history – chassis and habitation
  - were the water ingress inspections up to date and a validation stamp present for every year from an approved Carthago dealership
  - Were the vehicles offered in clean condition
  - Was a weighbridge certificate available
  - Were the tyres in good condition (no sidewall cracks) vehicles over 4 years old.
- Were you offered a fair part exchange value
- Were you asked if your licence is valid (vehicles over 3,500 kg)
- Were you made aware of Carthago Owners UK

### ORDER

- Did the final order price meet your expectations or were there surprises,
- Were the options of factory fitted v local supplier fitting explained clearly,
- Was a delivery date supplied,
- Were you given a clear, written order confirmation,
- Was a revised payload written estimate provided,
- Were you advised about insurance - e.g. cost of replacement windscreen,
- Were you advised about security, alarms, tracker, extra locks,
- Did you get good advice on free standing accessories
- Would you recommend this dealer to others

## DELIVERY and HANDOVER

- Were you kept adequately informed of delivery progress,
- Did delivery time happen within reasonable expectations,
- Was delivered product what you ordered,
- Was the pre delivery inspection carried out satisfactorily,
  - everything in order at handover – was the Carthago 'good to go'
- Was the handover given by a knowledgeable person,
- Was **everything** explained and demonstrated to your satisfaction,
- Was documentation supplied for both the chassis and the motorhome and explained,
- Did you receive an Homologation Certificate / Certificate of Conformity – was this explained to you
- Were you shown the weight plate and the categories explained,
- Was a current UK weighbridge certificate supplied (nice to have but not usually supplied)
- Was your attention drawn to the correct tyre pressures and where you can find the information
- Warranty procedures explained (mandatory inspections),
- Did the dealer complete all warranty paperwork and stamp documents where required,
- Would you be comfortable to recommend this dealer to others
- Did you receive follow up call/s from your dealer after delivery to check your satisfaction

## WARRANTY WORK

We all hope that everything is perfect but in the real world that is rare - you are likely to need some warranty work on such a complex vehicle. Bear in mind this review is about **how your dealer manages your warranty work**, not about Carthago as a product. This point is important to consider, especially if your dealer experiences delays in supply of parts from Carthago which are beyond the dealer's direct control. How well did the dealer manage that situation.

- Claims processed and remedied promptly,
- Were you treated respectfully and politely
- Were **all** your warranty items addressed to your satisfaction (even if not fixed immediately)
- Problem 'fixed' first time or did you have to make repeat visits,
- Were parts ready for your visit (if part failure notified in advance)
- If parts were found to be required were they received in a reasonable time
  - If not, were you kept informed on progress or did you have to chase up,
- Water ingress inspection / remedial work carried out to a high standard, black sticker affixed to the warranty booklet (at no extra charge)
- Your warranty record book updated,

## AFTER SALES SERVICE

- Able to discuss your problem with a knowledgeable individual
- Offered a workshop date within a reasonable time,
- Was vehicle jointly inspected on arrival for cleanliness / damage and a report mutually agreed and inspected jointly again upon its return to you
- Was the customer waiting area clean, comfortable, refreshments available
- Was a courtesy car available or free transportation to and from nearest town
- Estimate of time and cost was accurate,
- Unexpected items found by engineer reported to you promptly and estimate provided before work put in hand,
- Quality of workmanship performed,
- Fixed first time,
- If parts were ordered beforehand then were they all available,
- If parts required as a result of investigative work then were they delivered in reasonable time frame,
  - were you kept informed about delivery status of parts.
- Courteous treatment of your concerns,
- All items that you mentioned were addressed (even if not fixed at the time),
- You were shown the completed work,
- Vehicle was handed back in clean condition and no collateral damage to vehicle and/or fittings,
- Did you feel the service department had a good knowledge of Carthago motorhomes
- Did you feel that the charges were reasonable,
- Overall did you receive good service,
- Would you be happy to recommend this dealer to others for service