

Customer Service Standards

Here at STIHL SHOP Downs, we are committed to the following Service Standards:

1. Repair/Service Time

- a. Contractors, and those who depend on their equipment for their livelihood will get immediate attention.
- b. In general, we will always endeavour to turn workshop jobs around within 5 working days, however please recognize that the delivery of parts from suppliers can cause delays. We set our internal standards as follows:
 - i. All jobs will be looked at by a mechanic within 2 working days.
 - ii. Jobs will be quoted (customer advised) or parts ordered within 24 hours of being looked at.
 - iii. Jobs will be completed within 2 working days of a quote being accepted or receipt of parts, whichever is relevant.
 - iv. **There are times when the workshop is particularly busy (usually seasonal), and the above standards are not able to be met. In this event, you will be advised at the time a job is booked in.**
 - v. Please note, we appear to have become a preferred destination for Ride-on repairs, and at any time have a large number of machines on site. **For** reasons of efficiency and cost to the customer, we do not operate a booking system, and your ride-on will not necessarily be looked at on the day it is picked up.

2. We undertake to service or repair your equipment in the most cost effective and efficient manner possible.

- a. By directly representing the best brands in the market, and maintaining a stock of all commonly needed spares. In addition, we will maintain access to parts for all brands commonly available on the NZ market.
- b. By employing skilled mechanics and providing them with regular training and product updates.

3. Communication

- a. During the course of your repair, we endeavour to keep you up to date concerning progress, particularly when the job status changes, e.g. Job Quoted, Awaiting Customer Advice, Parts Ordered, or Job Completed.
- b. We prefer to communicate by text, or by phone.

4. Warranty

- a. We are very proud of the standard of our workmanship, however very occasionally we need to revisit a job. If we have failed to meet your expectation with the repair of your machine, we need to be made aware of this immediately, and will reach a mutually acceptable outcome. If we agree that the repair is not to an acceptable standard we will rework the job at our cost.