

Manheim Commercial Vehicles

Customer Commitment

Manheim is **committed** to **giving** all of its Customers the **very best** commercial vehicle **auction experience**.

Manheim Commercial Vehicles will help its Customers to succeed by:

- 1 **Recognising, respecting and valuing each and every Customer** by being **friendly, professional, trustworthy** and **approachable**.
- 2 Ensuring buyers and sellers are happy by doing **what we say we are going to do, when we say we are going to do it**.
- 3 Developing its Commercial Vehicle people, ensuring our Customers are supported by **dedicated specialist Commercial Vehicle teams** and **auctioneers**.
- 4 Demonstrating that our Commercial Vehicle teams are recognised as being **industry leading** in terms of their **knowledge and approach**.
- 5 **Listening to our Customers** and **communicating in their language** when, where and how they want.
- 6 Arbitrating any issues through a **consistent, fair and equal** complaints handling process with clear **ownership and escalation**.
- 7 Having a Commercial Vehicle auction day **catalogue** with full vehicle descriptions, available **at least one hour before each and every** auction starts.
- 8 Holding a **fast and well resourced** pre-auction registration system.
- 9 Ensuring our Commercial Vehicle auctions **start at their publicised times**.
- 10 **Submitting all provisional bids within 30 minutes** of the end of the auction. Working hard at all times to **get the speediest responses**.
- 11 **Endeavouring** to keep payment queues to a **minimum** and **clearly communicating** our Terms and Conditions of business.
- 12 Ensuring **transparency** and **continuity** of fees across all our Commercial Vehicle auction centres.

This is a serious commitment.

We are committed to sharing our progress in these areas and we continue to welcome your input at all times to help us develop our Customer Commitment.

Tell us what you think commercials@manheim.co.uk

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MANHEIM
Remarketing



COMMERCIAL VEHICLES