

# Our promise to you

You rely on us every day so you can do what you do, protect your reputation and grow your business. Because your success is our success, and your problem is our problem – it's our job to help you find the solution. That's why we will do everything in our power to live up to our responsibility to be your partner for the long term, not just for your next order. We know that when you choose us, you want the experience to be as smooth, consistent and straightforward as possible.

## These are our commitments to you...

### The **right part**, first time, on time

We believe we offer the best value for money and the best product availability in the market, with more than 130,000 lines in stock. And thanks to our world-class logistics, we can get them to every part of the UK and Ireland on the same day and in most cases within the hour.

If something goes wrong on the way to you, we'll keep you up to date all the way, so you know when to expect your delivery. And if we don't have a product ready for immediate dispatch, we'll tell you when we can get one out to you, or we'll endeavour to offer you an alternative.

### There **whenever** you need us

We're here to solve your problems. You'll have a dedicated local sales advisor with the expert technical knowledge, tools and catalogues needed to give you advice – in branch or on the phone with other experts available online too. And we'll always treat you with courtesy and respect.

Your business isn't 9-5 and neither are we. You can also order from us 24/7 through our industry leading online platform, Omnipart and you'll receive the same delivery service as you do when you call one of our branches.

### No hassle warranty and returns

We pride ourselves on the quality of our extensive product range. But on the rare occasions when something might go wrong, our warranty process is hassle free.

If you buy a product with a warranty issue, we'll aim to sort it as quickly as possible – within 30 days at the most – or you'll get your money back. No arguments, no fuss. And if you return a product that's not been used with its original packaging, we'll endeavour to refund you within 24 hours – or on the same day if it's before 4pm. No ifs, no buts.

### A **supportive partner** in a changing world

The aftermarket is changing quickly but we will help you see what's coming over the horizon – and to make sure your business is ready for it. From training, work referral and garage management solutions, to the technology required to work with hybrid and electric vehicles, we will give you what you need to thrive today and tomorrow. And in an increasingly digitally driven world, we'll help you become more visible and better connected with your customers.

We'll do our utmost to make sure we deliver on these promises. But if we don't, we want to know. Email us: [promise@eurocarparts.com](mailto:promise@eurocarparts.com)

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