



# Volkswagen

## **Provision of Services Regulations information**

**Name:** VOLKSMaster LIMITED

**Legal form:** A limited company registered in London and incorporated in the UK

**Service:** servicing & repairs of motor vehicles.

**Registered office and postal address:** 387 Ashton road, Oldham, OL82NA

**Telephone:** 0161 678 9610

**Email:** volksmaster@hotmail.co.uk

**Public registers:** Details about the limited company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 03703900.

**VAT number:** 738565396

**Regulating body:** VOSA certified MOT testing station, Site number V106871.  
Authorised by VOSA.

**General terms and conditions:** A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

**Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

**Work Guarantees:** All works guaranteed for 12 months from date of completion, this covers parts and labour, please see our full guarantee document for further information. Parts fitted to vehicle are also subject to a specific manufacturer's warranty details of which will be provided on request. Your statutory rights are not affected by our guarantee.

**Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on [0161 761 3030](tel:01617613030) or write to us at Volksmaster Ltd 3 Millett Street, Bury, Manchester BL9 0JA, or you can email us at [info@volksmasterltd.co.uk](mailto:info@volksmasterltd.co.uk) or via the form below and we aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Vosa operate a complaints procedure and you can excess this by visiting [www.gov.uk/getting-an-mot/problems-with-your-test-result](http://www.gov.uk/getting-an-mot/problems-with-your-test-result) or by calling 0300 123 9000.