



Vehicle Concierge Service

for clients with a busy life style, and where time is money.

The ultimate vehicle management service offering expert advice and managing all aspects of vehicle repairs and maintenance as part of our *Vehicle Concierge Service*. Our aim is for our members to receive a first class service, and a worry free maintenance schedule for their collection of vehicles.

The Gold Service....

Collect & Deliver – No need to take time off your busy schedule dropping your car off or getting a friend to follow you or even taking the train to get home from the service garage, *Gold Service* members vehicle(s) will be collected and delivered back by one of our experienced insured drivers. We will collect your vehicle within the M25 from home or work at a convenient time to suit you. Members will be left with a courtesy car to use for the duration of any maintenance or repairs carried out.

Taking care of all your major and minor repairs.

General Repairs – With our *Vehicle Concierge Service* major and minor general repairs like replacing brake disc & pads, suspension, or even electrical faults will be taken care of for you. We will collect and delivery your vehicle, ensure that the repairs are carried out to a high standard and the parts and labor costs are controlled.

Taking care of your vehicle's service intervals.

Servicing – Managing our members vehicle needs is more than just booking a service, under our *Vehicle Concierge Service* we monitor your vehicle usage against the manufacture's service schedule. We will collect and delivery your vehicle while ensuring that our member's vehicle is serviced and inspected to a high standard. All service work is carried out in line with our service specifications and our fixed price menu insures that the parts and labor costs are all controlled.

Taking care of all your vehicle's body work.

Body Repair – As part of the *Vehicle Concierge Service* we can deal with all aspects of body repair, minor panel damage or scratches, if you might be involved in an incident, we can deal with your insurance claim to ensure your vehicle is repaired to the correct standard and in the shortest possible time, causing you minimum disruption.

Taking care of your vehicle's MOT.

MOT – Every vehicle in the UK needs to be tested each year to ensure that it complies with at least the minimum road safety and environmental standards. If you have a vehicle that is more than three years old, it will need an MOT test. *Vehicle Concierge Service* will check if your vehicle needs an MOT and also remind you when it is due. For *Gold Service* members we will collect your vehicle and deliver it back to you once the MOT certificate has been issued.



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How does it work?

Once you decide to become a VCS member you can register by completing the forms attached.

Within 7 working days of becoming of a VCS member our service team will set up a maintenance plan for your vehicle and send you your membership number. Once your membership is live we will begin to contact you to arrange any due service or MOT. If at anytime your vehicle needs minor or major repairs during the service intervals you can contact us, for our *Gold Service* members we will arrange an experienced insured driver to collect your vehicle from home or work when services repairs or MOT's are required, he will also leave you with a courtesy vehicle for you to use.

Vehicle collections and deliveries are only made within the M25 and are arranged Monday to Friday between 8.00am until 6.00pm at a convenient time to suit you.

All work carried out and managed is supplied with a quotation and no additional work will be carried out without your prior authorization. This ensures our members are in complete control of their service and repair costs.

What does it cost?

Vehicle Concierge Service is flexible to meet your requirements. We service and repair all makes or cars Porsche, Audi, BMW, VW, Mercedes etc...

Gold Service: Annual registration for the first vehicle is £99.00 + vat, and only £79.00 + vat for each additional vehicle. This service **Includes** collections / deliveries & courtesy vehicles for members living or working within the M25.

Silver Service: Registering your vehicle(s) is free of charge, however this service **Excludes** collections / deliveries & courtesy vehicles. We will log your vehicle details and maintain a service & MOT schedule for you and contact you when your vehicle requires any due maintenance.

Workshop Labor rates for mechanical repairs are £69.50 + vat per hour, and Body shop repairs are £65.00 + vat per hour. Parts and materials are supplied and charged at discounted prices as advertised on our online website. MOT Certificates are charged at £39.00. We have no hidden charges all work carried out and managed is supplied with a quotation and no additional work will be carried out without your prior authorization.

All courtesy cars are left with our *Gold Service* members containing a full tank of fuel. You don't even need to worry about refilling the courtesy car on collection as we refill the fuel at the rate of £1.35 per litre (subject to changes). Any extra fuel charges will be authorized and then debited from the member's credit or debit card.

All payments for services, parts and labor should be made by credit or debit card, a member of our service department will contact you with the complete amount at the end of each job.

Take advantage of our Vehicle Concierge Service (VCS).

Complete the forms provided to register and return to us

Email to sales@design911.com

Fax to – 0208 501 301

Alternatively

In person or **Post** to:

Design 911
Unit 5 Bracken Industrial Estate
185 Forest Road
Ilford, Hainault.
Essex IG6 3HX

Opening hours:
Mon–Fri 9.00am–6.00pm
Saturday 10.00am–2.00pm.

Within 7 working days our service team will set up a maintenance plan for your vehicle(s). *Full terms & conditions are available on request.

If you have any further enquires our questions please contact us on 0208 500 8811 or email sales@design911.com



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Client details – HOME

Title :			
Forename :			
Surname :			
Address :			
:			
Post Town :		Post Code :	
Daytime telephone :			
Mobile :		Email address :	

Client details – WORK

Business name :			
Address :			
Address :			
:			
Post Town :		Post Code :	
Daytime telephone :			

Service Cover

PLEASE TICK THE LEVEL OF SERVICE THAT YOU REQUIRE:

GOLD ☐

SILVER ☐

Gold Service members:

Please let us know where you would normally like your vehicle to be collected and delivered to: **HOME** ☐ or **WORK** ☐

Comments

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Vehicle 1 – Details

Registration Mark :		
Make of Vehicle :		Model :
Chassis or VIN Number :		Colour :
Current Mileage :		MOT expiry date :
Road TAX expiry date :		Insurance expiry date :
Last Service date :		mileage :
Any Vehicle Remarks :		

Vehicle 2 – Details

Registration Mark :		
Make of Vehicle :		Model :
Chassis or VIN Number :		Colour :
Current Mileage :		MOT expiry date :
Road TAX expiry date :		Insurance expiry date :
Last Service date :		mileage :
Any Vehicle Remarks :		

Vehicle 3 – Details

Registration Mark :		
Make of Vehicle :		Model :
Chassis or VIN Number :		Colour :
Current Mileage :		MOT expiry date :
Road TAX expiry date :		Insurance expiry date :
Last Service date :		mileage :
Any Vehicle Remarks :		

If you would like to register more vehicles please put the details on a separate sheet.