



**Changan UK Customer Care Charter**

**CHANGAN**

# Our Promise



At Changan UK, our customers are at the heart of everything we do. We are proud to bring the **innovation**, **craftsmanship**, and **spirit** of modern Chinese engineering to UK roads with a commitment to care that goes beyond the car itself.

Our Customer Care Charter outlines the standards of **service** and **support** you can expect from us every time you drive, call, or visit.

# Our Commitment to You

We promise to deliver:

**Quality and Reliability** Every vehicle is rigorously tested and built to the highest international safety and performance standards.

**Transparency** Clear pricing, honest communication, and no hidden costs.

**Respect and Fairness** You will always be treated with courtesy, fairness, and professionalism.

**Sustainability** We are committed to a greener future through electric and hybrid innovation, eco-friendly servicing, and responsible manufacturing.





# Your Experience Matters

From your first test drive to years of ownership, we aim to make your experience seamless.

**Personalised Service** Every customer is unique. Our digital and in-person touchpoints are designed around you.

**Knowledgeable Support** Our UK Customer Care Team and Dealer network receive continuous training to deliver expert advice and quick resolutions.

**Accessibility** We ensure all our services are inclusive and accessible to everyone.



# Service and Maintenance Standards

Our **Changan UK Dealers** will:

- Use only genuine Changan parts.
- Provide clear estimates and repair times before any work begins.
- Offer complimentary vehicle health checks at every service.
- Keep your service record fully updated for your convenience and transparency.



## Communication and Support

We are here whenever you need us:

**Customer Care** Call or email 7 days a week.

**Complaints and Feedback** We take all feedback seriously and aim to resolve any issues within 5 working days.

# Our Digital Promise

Innovation drives us forward, and that includes your online experience.

## My Changan App

Manage and control your car, charging and software updates.

## Data Privacy

Your personal data is handled in full compliance with EU and UK GDPR regulations.



# Our Guarantee to You

Comprehensive **7-Year Warranty** (or 100,000 miles, whichever comes first).

**8-Year High Voltage Battery Warranty** (or 124,000 miles, whichever comes first).

**24/7/365 Roadside Assistance across the UK and Europe.**





# Listening and Improving

Your voice shapes our future.

We regularly review our service standards based on your feedback, independent audits, and our continuous improvement ethos.

Together, we will redefine what great automotive care means with confidence, transparency, and heart. **Fun should be easy!**

# Contact Us

-  Customer Care: 0203 675 6252
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