

Received: 10.06.2014

I found Charles on google after a fruitless search to have my mini bought by a dealer in the UK. Until that point, all the communication from dealers had been purely transactional and infrequent. From the off, Charles\' point of difference was clear. Constant, transparent communication that builds trust and confidence in his clients. No request was too onerous, no question too difficult. Even out of hours and at weekends, Charles would respond to email requests for information or to change spec etc. He made the selling process very simple and stress free, even going so far as to assist with train times and costs to return home. He offered a fair price and was willing to listen to y point of view, whilst offering his own expert opinion in order to make a win-win sale possible. Many businesses claim to put the client first but if you really want a return to outstanding customer service where the personal touch really matters, then I could not recommend Charles more highly. I will be doing business with him for many years to come.

Gary W.

Geneva

Comments

Direct contact (e-mail & telephone) details are available on request.

BASIC VEHICLE DETAILS – Ref. ‘KV’

MINI Cooper S (handover photo below) in part exchange towards a
VW California Comfortline

1968 cc Diesel – 132 kW (180 bhp)

CO²: 205 g/km

Left Hand Drive (LHD)

Colour: Beige

1st Registration: 15.05.2013

Mileage: 22,800 km (14,250 miles)

