

OWNERSHIP QUICK REFERENCE FAQS



RENAULT

Passion for life



CLIO

MEGANE

LATITUDE

KOLEOS

CAPTUR

CLIO R.S

MEGANE R.S

KANGOO

TRAFIC

MASTER

OPENING HOURS

SALES

Monday to Friday
8.30am – 5.30pm,

Saturday
9.00am – 2.00pm

PARTS-ACCESSORIES

Monday to Friday
8.00am – 5.30pm,

Saturday
9.00am – 12.00pm

SERVICE-AFTER SALES

Monday to Friday
8.00am – 5.30pm

SERVICE BOOKING

PHONE: 6332 2813 (DIRECT) OR 6334 8444 (SWITCHBOARD)

- Book on-line at NeilBuckbymotors.com.au or email direct to service@neilbuckbymotors.com.au
- 48hrs in advance is recommended for service bookings and to make sure loan cars are available.
- Lifts to and from work available on request within the Launceston city boundaries.

CAPPED PRICE SERVICING

- All new and demo Renault vehicles purchased from 1 July 2014 enjoy the benefits of the Renault 3 Year/75,000 Kilometre Capped Price Servicing Program.
- For pricing on all models go to; renault.com.au/ownership/servicing/capped-price-servicing

CUSTOMER CONVENIENCE

- Early bird and late key drop off / pick up key box provided.
- Customer lounge with coffee, tea, newspapers, magazines, television and free wi-fi.

EMERGENCY - AFTER HOURS

- A/H Emergency contact Darren Triffitt (Service Manager) 0419 371 779 or d.triffitt@neilbuckbymotors.com.au
- Renault Roadside assist call 1800 009 008

NEW RENAULT VEHICLE WARRANTY

- New car 5 years/unlimited km
- New vans 3 years/200,000km

Please refer to your vehicle handbook for more details.

PAYMENT DETAILS

- EFTPOS Master, Visa cards
- EFT Electronic Funds Transfer on request

SURVEY FROM RENAULT

- Neil Buckby Motors strive for complete customer satisfaction, you will be surveyed by Renault, if you can't score us 10/10 please let us know on delivery, so we can address your concern.

WHAT DETAILS TO TAKE AFTER AN ACCIDENT

The other driver or drivers involved in the accident

Name:

.....

Address:

.....

.....

..... Postcode:

Home phone:..... Work phone:.....

Driver's Licence No.:

Vehicle make & model:

Registration number:.....

Insurance Company:

ACCIDENT DETAILS

Date of Accident:.....

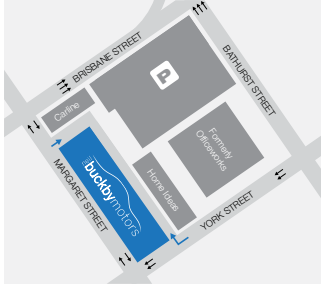
Time of Accident:.....

Other details:

.....

DIAGRAM OF ACCIDENT (remember to take photos on your phone)

RENAULT NEW AND PRE-OWNED SHOWROOM
AND FINANCE



Corner of York and Margaret Streets,
Launceston
Phone 6337 5000

RENAULT SERVICE/PARTS AND ACCESSORIES



37 - 41 St. John Street,
Launceston
Phone 6334 8444
Fax 6334 8440



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LMCT 3117

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