

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

RENAULT APPROVED USED PROGRAM

- Has passed our 100-point mechanical check.
- Receives 2 free scheduled services.
- Comes with the balance of new vehicle Unlimited km Warranty (minimum 2 years).
- Comes with the balance of new vehicle Roadside Assistance (minimum 2 years).

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:

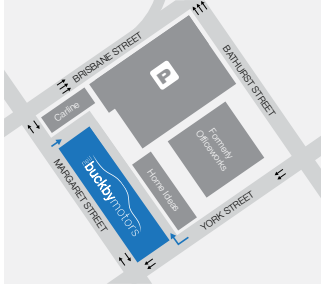
Time of Accident:

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



admin@neilbuckbymotors.com.au
PO Box 1881, Launceston 7250

LMCT 3117

Renault Facebook  NeilBuckbyRenault