



**MOTOR INDUSTRY  
CODE OF PRACTICE**

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**Service and Repair**



Henry's Honda, Skoda and SsangYong subscribe to the Motor Industry Code of Practice for Service and Repair.

In the first instance, should you feel that we have not provided a satisfactory standard with regards to Service and Repair please contact us on;

- Henry's Honda 0141 433 9000
- Henry's Skoda 0141 552 9000
- Henry's SsangYong 0141 649 6000

Once our contact over an issue has concluded, should you feel we have not provided a satisfactory solution, we would refer you to the Motor Industry Codes Advisory and Conciliation Service. Their role is to ensure that we are acting responsibly and fulfilling our obligations under the Motor Industry Code of Practice for service and repair. The Motor Codes Advisory and Conciliation Service will offer free impartial advice and when appropriate an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute.

The Code Advisory and Conciliation Service can be contacted using the Advice Line number below, and will offer free impartial advice.

For further information you can visit their website at [www.motorcodes.co.uk](http://www.motorcodes.co.uk) or call their Code Advisory and Conciliation Service Consumer Advice Line free phone number: 0800 6920825.

Code Advisory and Conciliation Service address:  
Motor Industry Code of Practice for New Cars  
PO Box 44755  
London  
SW1X 7WU