

East Anglia Car Sales LTD is committed to providing products and service of the highest standard. But we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to help resolve the situation in a fair and transparent way.

East Anglia Car Sales will investigate all complaints competently, diligently, and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently, and promptly taking into account all relevant factors to ensure a fair outcome for you.

Should you remain unhappy with their response, please contact us by your preferred method from the list below.

East Anglia Car Sales
Newbourne Road
Waldringfield
Woodbridge
IP12 4PT
Telephone: 07759 289115
Email: eastangliacarsales@gmail.com

Calls are charged at the local rate, plus your phone company's access charge.

What you will need to provide.

To help us investigate and try to resolve your complaint, please provide us with the following information:

- your name and address.
- details of how we can contact you.
- a clear description of your complaint.
- details of what you would like us to do to rectify the situation; and
- if appropriate, copies of any relevant supporting documentation.