

# C&R Tire

*Family owned and operated since 1996.*

## **Professionals You Trust. Service Beyond Expectations.**

At C&R Tire our highest priority is serving our customers. We are 100% committed to you, our valued customer. We strive to make every part of your experience with us hassle-free and pleasant. That's why we've created this Customer Bill of Rights. These Rights are our pledge that your business with us is subject to the highest level of service from everyone in our company.

## **Customer Bill of Rights**

### **The Right to our responsiveness, and our respect.**

You are entitled to having your needs met with speed and purpose. You are entitled to be treated with respect and courtesy. This includes accessibility to our employees, to information, and to others within our company who can help you when you need it.

### **The Right to be sold only what you need.**

We promise to properly qualify the needs of your vehicle, your needs as a driver, and to offer a professional and honest recommendation. We'll never sell you more than you need, or suggest service that isn't warranted. If we don't have exactly what you need or want, we promise to do everything possible to get it for you in a timely manner.

### **The Right to a clear explanation of costs before we do any work.**

We will not perform any work on your vehicle without your approval. After we've given you a clear explanation, you will receive a detailed report of the work to be performed on your vehicle and full disclosure of our labor rates, applicable warranties and payment policies. No surprises. We promise.

### **The Right to have trained professionals working on your vehicle.**

Vehicles today are more technologically advanced than ever before. We're committed to providing the best ongoing training and certification for our tire and service technicians. Our technicians are on the leading edge of today's technology and are among the best trained professionals in our industry.

### **The Right to always know the status of your vehicle.**

We promise to keep you informed, every step of the way, during your service at C&R Tire. From the time your vehicle enters our shop, until the time the service on your vehicle is complete. We'll keep you posted.

### **The Right to a 30-day no hassle tire return policy.**

If you don't like your new tires for any reason, bring them back within 30 days. We'll apply your purchase price toward a different set of tires for your vehicle. We want you completely happy with your tires.

### **The Right to a clean, comfortable place to wait while at C&R Tire.**

We promise to maintain a clean, neat, comfortable waiting area; regularly clean the restrooms, and always have fresh hot coffee, complimentary beverages and wireless internet access. Always.

### **The Right to be our most important customer. The Right to service beyond expectations.**

Without you, there is no C&R Tire. Every customer is very important to us. No matter what. If you don't receive service beyond your expectations; or you don't feel like our most important customer; it's your right to tell us.



If you are 100% satisfied with your experience at C&R Tire, please tell your friends and family. If you are less than 100% satisfied, please tell us by visiting [www.candrtire.com](http://www.candrtire.com) for contact information. Your complete satisfaction is our highest priority. Our goal is to always have you leave our stores with peace of mind that your car repair was done right and what was done was needed.

[www.candrtire.com](http://www.candrtire.com)