

COMPLAINTS

What can you do if you are unhappy about our services or wish to contact us?

If you wish to make a complaint, please contact us:

- by writing FAO Compliance Officer , Keenforce Ltd T/a Checkpoint Specialist Cars , Shones Lane , Llay , Wrexham , LL12 0PL ; or
- by emailing FAO Compliance Officer : sales@checkpointcars.com ; or
- by telephoning : 01978 854554 .

If, after making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service ("FOS" - www.financial-ombudsman.org.uk). Please note that FOS may not be able to deal with complaints from business customers.

If you require further information, please contact us by telephoning the above number or emailing us at sales@checkpointcars.com , addressing your correspondence to the Compliance Manager.