



**INTER-BRANCH
COMEBACK**





Policy Statement:

At Car Service City, we are committed to upholding our brand's reputation and ensuring customer satisfaction. This policy outlines the procedures and guidelines for the treatment of comebacks, where work was originally performed at another Car Service City store. It is imperative that we handle these situations professionally, efficiently, and with the customer's best interests in mind.

Procedure:

1. Professional Conduct:

- Ensure that a franchisee/branch (whichever is applicable) is properly informed when an interbranch comeback is received. The branch receiving the comeback must clearly and promptly communicate the comeback to the relevant franchisee/branch before commencing with any work to be done.
- Check the vehicle service history on V10.
- Under no circumstances should any staff member criticize or disparage the work performed by another Car Service City branch in front of the customer. Instead, focus on assisting in correcting any errors that may have occurred.
- Comebacks need to be prioritized over other work, especially if the vehicle returns to the initial branch.

2. Towing Costs:

If a vehicle serviced at another branch breaks down and the customer is willing to return it to the original branch for repairs, the cost of towing the vehicle to that branch shall be covered by the store that initially performed the work, should the fault relate to the original work. If the assessment by the branch or an independent assessor is requested, and it is found the original branch isn't a fault for the comeback, the customer will be liable for the towing costs.

3. Alternative Resolution:

In cases where the customer is unable or unwilling to return the vehicle to the original servicing branch (e.g., they are out of town), the following steps should be followed:

1. The cost of parts required for the repair should be paid directly to the suppliers by the branch that originally serviced the vehicle. This ensures that the cash flow of the assisting branch is not affected. If an agreement



between the branches is made, a statement for the parts can be provided to the original branch for them to make payment at month end.

2. Labour charges for the repair may be imposed at 50% of our standard labour rate. Branches need to cost the labour of the comeback accordingly using the set labour rates. However, before commencing work, the branch handling the comeback must provide a quote to the original branch to discuss the possibility of towing the vehicle back if the costs are deemed excessive.
3. Payment for the required work must be made prior to the work being carried out to avoid disputes after the fact.

4. Dispute Resolution:

- In the event that the branch handling the comeback and the branch that originally serviced the vehicle cannot reach an agreement regarding necessary repairs or associated costs, Car Service City Head Office will intervene, and its decision will be final.

5. Customer Satisfaction:

- Our top priority is to ensure customer satisfaction and efficiently resolve any issues with their vehicles. We must work collaboratively to meet this goal and maintain our reputation for quality service.

6. Exemptions:

- This inter-branch comeback policy does not apply to engine replacements/engine overhauls. If a replaced/overhauled engine is found to be faulty, the original branch is responsible for towing the vehicle to their branch at their own expense. This measure is in place to protect the validity of the guarantee on the replaced engine. (*refer to engine overhaul policy*)

Conclusion:

By adhering to this Inter-Branch Comeback Policy, Car Service City aims to uphold our brand's reputation, provide exceptional service to our customers, and efficiently address any issues that may arise during the servicing of vehicles across our network of branches. It is essential that all staff members familiarize themselves with and strictly adhere to this policy to ensure consistent and professional service delivery.

NB: The comeback job will not be included in the branch's turnover figures and will not affect the royalties that the branch needs to pay.



CAR SERVICE CITY

INTER-BRANCH COMEBACK	
Original Branch:	
Current Branch:	
Manager:	
Date:	

Step No	Process	Response(Y/N)	Action
1	Is the comeback for your branch?		
2	Is the comeback from another branch?		
2.1	Have you notified the original branch?		
2.2	Quote sent to original branch for work to be done		
2.3	Payment for work received from the original branch before work commences		
2.4	Approval received from the original branch for work to be done		
2.5	If an agreement cannot be reached with the original branch for work to be done, have you contacted Head office?		
3	Was the comeback vehicle towed to the branch?		
3.1	If it was towed, have you notified the original branch of the cost?		
4	Check the service history of the vehicle on V10		
5	Have you prioritised the come-back vehicle with your mechanics?		
6	If the comeback is from a different branch and the repair work is completed		
6.1	All invoices for parts are sent to the original branch for payment		
7	Has the payment been received for all agreed work to be done?		