

Eclipse Car Sales Limited Complaints Procedure

Our commitment to you

At Eclipse Car Sales we are committed to providing the highest level of customer service. However, if you are dissatisfied with an aspect of your experience please let us know so that we can resolve the matter promptly.

Please submit any comments or complaints either by phone (02382 028811) or in writing to sales@eclipsecarsales.co.uk or post to:

Customer Care Department
Eclipse Car Sales Ltd
Winchester Road
Fair Oak
Eastleigh
SO50 7HD

One of our dedicated members of staff will deal with your complaint professionally and as quickly as possible, following the guidelines below.

1. Acknowledgement of your complaint within 2 working days of receipt, including the name of the person responsible for handling the complaint, and contact details for further communication.
2. We will investigate your complaint and endeavour to send a final response to you within one working week. We will consider all available evidence to investigate the complaint competently, diligently and impartially, and you will be kept informed if your investigation is taking longer than expected.
3. We will endeavour to send a final response to you within 2 working weeks of receiving the complaint. If we are unable to do so we will write to you explaining why and provide a revised estimate for the final response.

If more than 2 working weeks from the date of your complaint have passed and you haven't received a final response, or you are dissatisfied with the final response you have received, you can write to:

Customer Care Department, Eclipse Car Sales Ltd, Winchester Road, Fair Oak, Eastleigh, SO50 7HD.

If your complaint relates to a regulated finance product and it has been longer than 8 working weeks from the date of your complaint have passed, and you have not received a final response, or if you are dissatisfied with the final response you have received, you can write to:

Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR

If we are unable to resolve your complaint satisfactorily, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). Further information is available by calling the FOS on 0845 080 1800 or at <http://www.financialombudsman.org.uk>. Our FCA Registration Number is 668595.