

## Customer Service Charter

# Isuzu Promise to You

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Our customers are at the center of our actions. At the heart of our commitment is safety, value, and innovative customer solutions, delivered through quality services and products.

We promise to:

1. Be **professional** and **delightful** to our customers in every engagement.
2. Provide **sustainable, customized, and innovative** Isuzu solutions that are safe and offer value, as follows:

New Isuzu Vehicle Delivery Time (Using Isuzu approved body builders)		Service and Repair Time	Parts sales over the counter
Pick-up & SUV	Within 1 month	Meet promised time as stated on the jobcard-100%	20 minutes
Trucks- standard body	Within 1 month		
Trucks - specialized body	Based on contract terms		
Medium Bus	Within 2.5 months		
Large Bus	Within 3 months		

3. **Acknowledge** your feedback within 12 hours and respond within 24 hours.
4. **Serve** you conveniently through our wide dealer network.
5. **Protect** your privacy by ensuring data confidentiality.
6. **Listen** to your views and recommendations to serve you better.



**Help us to help you:**

- We are constantly looking for ways to enhance the service we provide to you.
- If you can suggest how we can do things better, please tell us.

**Please provide feedback:**

0800 724 724 toll free | [contactcenter@isuzu.co.ke](mailto:contactcenter@isuzu.co.ke)