

Buy

RAC Approved Dealer Customer Charter

RAC Used Vehicle Code of Practice

The RAC Used Vehicle Code of Practice covers the five elements below:

1. Advertising
2. Customer service
3. Vehicle preparation
4. Peace of mind
5. How to solve a problem

Advertising

- 1.

Customer Service

1. Dealer staff will be trained in the RAC charter and the RAC Used Vehicle Code of Practice, it will be displayed in a

Vehicle

Conciliation Service

1. If you still feel the Dealer has not resolved the issue, you should contact RAC Approved Dealers, Customer Relations on [redacted] who will assign a customer care manager to support the resolution of the issue as

