



LEX BRODIE'S
TIRE, BRAKE & SERVICE COMPANY



CUSTOMER BILL OF RIGHTS

Our Policy is to Provide You with Hawaii's Best Tire and Auto Repair Service. Simply put—you can't get it anywhere else.

- 1. Customer Service Promise;** Our mission is to provide 100% customer satisfaction, every time! If you have a concern, let a manager know. They will never be inconvenienced or unprofessional in addressing your needs. We welcome your ideas and suggestions. In any event we are unable to agree on a mutually fair resolution, we will use and abide with BBB Hawaii mediation*.
- 2. Diagnostic/Estimate Promise;** Lex Brodie's employees will never recommend any product or service you do not need. In an event where we verify an error was made, we will issue a Lex Brodie's Gift card toward a future visit up to the full value of the item quoted, along with a huge apology!*
- 3. Completion Time Promise;** Lex Brodie's will do the work on your car right the first time, and at the time promised. When a promise time is not met, we will reduce your invoice \$2 for every 5 minutes we miss the promise time with a \$36 max. A free enterprise rental will be offered when promise times miss by over 1 1/2 hours (Not combined with the invoice reduction offer)*.
- 4. Lex Brodie's employees will treat customers in a polite, friendly manner. They will communicate clearly and explain things well.**
- 5. Lex Brodie's employees will treat you and your vehicle with care & respect.**
- 6. You will always find clean restrooms and comfortable waiting rooms at Lex Brodie's.**
- 7. Customers who buy their tires from Lex Brodie's will receive FREE expert tire rotation & balancing with state of the art equipment for the life of the tires.**
- 8. Our FREE Road Hazard Warranty will fix flats at no cost and will replace tires damaged by pot-holes (prorated at first 20% wear)*.**
- 9. We will email you FREE reminders when your State Safety Inspection is due & FREE tire rotations. After you've joined our Online Appointment Ohana @ LexBrodies.com**
- 10. Our tire customers also receive FREE brake & alignment inspections. These FREE services will keep you safe on the road and will save you time & money.**

** See store for details. Some exclusions apply.*