

SATISFACTORY QUALITY COMPLAINT FORM

At MotoNovo Finance we take vehicle quality complaints seriously. We are committed to providing you with a first-class service and even with the best of intentions, we know things can go wrong. Please complete the form below, to enable us to investigate your complaint. Once you've submitted the form we will acknowledge your complaint within 5 working days.

SECTION 1 – YOUR DETAILS

Name	<input type="text"/>	Agreement number	<input type="text"/>
Date of birth	<input type="text"/>	Postcode	<input type="text"/>
Email address	<input type="text"/>		
Contact phone number	<input type="text"/>		

SECTION 2 – YOUR VEHICLE

Registration number	<input type="text"/>	Approximate mileage at time of purchase	<input type="text"/>
Current mileage	<input type="text"/>	Does the vehicle have a warranty?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, who is the warranty provider?	<input type="text"/>		
Outcome of any warranty claim	<input type="text"/>		

SECTION 3 – YOUR DEALER

Have you raised your concerns with the dealership directly?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Date reported to dealer	<input type="text"/>
What was the response from the dealer?	<input type="text"/>		
Brief description of current issues	<input type="text"/>		

Submit

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FINANCE

When you press submit, this form will automatically attach to an email.
Please also attach any supporting documentation you may have to your email.