

Top Sales Area

From: Natalie Carpenter [natalie@altec.com.au]
Sent: Friday, 11 March 2011 11:56 AM
To: Sales ; Alex Salter
Subject: Many thanks from our Entire Family

Importance: High

Dear Alex, Pat, Dick & Kevin

I am writing to thank you for your service and your professionalism when dealing with my recent purchase of my Mercedes A150.

I had the pleasure of meeting **Dick** who was my sales consultant and being a somewhat indecisive female (don't know when that happened) unsure of which car I wanted to test drive (due mainly to the extensive choice at Salters) he was so very helpful and "**Honest**" directing me to the best value for money.

The day I collected my car from the yard at Moorooka, **Alex Salter** took it upon himself to inspect the vehicle to ensure it was presented in an almost '**Brand New 'condition prior to delivery**'. I was not disappointed – it really looked like a NEW car!

Unfortunately for both of us there was a mechanical problem with the bearings which required replacing. When advised of the problem Pat did not hesitate to arrange for your mechanics to locate the trouble and have it fixed. The source of the noise proved to be quite tricky to identify and while it required a 2nd trip back to your Mechanics workshop it was eventually found and repaired. **Pat ensured I was kept informed at all times.**

Even though the bill for the repairs to my Mercedes was quite sizeable Salters paid the entire amount. This demonstrates beyond any consumer doubt that the team at Salters Cars stand by their warranty. It also proves that **Salters only sell PREMIUM QUALITY cars** and you can be assured when you drive away in your Salters car the company stands behind their product and **you can rely on their promises.**

During the time it took to repair my car I was given **Salters courtesy car to use which was presented in excellent condition by Kevin** and he ensured I had a full tank of fuel to get me back to my home in Toowoomba.

I collected my car once it was repaired and the Mechanic even took the time to call me the following day to ensure everything was to my satisfaction. Which, of course, it was.

I purchased my 1st vehicle at Salters Cars in Moorooka in 1993. Since that time I have traded and purchased 6 vehicles from Salters and now that my 3 daughters have grown up and married, they too have purchased their cars from Salters. In 2005 our family bought 3 cars from Salters Cars in 1 year. My latest purchase takes the collective total to **9 vehicles purchased from Salters Cars in Moorooka** and I would not hesitate in recommending the team at Salters to anyone wanting to purchase Premium Quality at an affordable price with exemplary service and standards.

I look forward to doing business with you again when I am ready to purchase another vehicle.

I have included my Mobile telephone number should anyone require further testimonial regarding Salters.

Oh and if you - like me - are unsure of just how to master the big shiny coffee machine in the Reception area at Salters, don't worry as Dick is a dab hand at making a remarkable cappuccino.

Kind Regards

Natalie Carpenter

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