

# DNA

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CUSTOMER EXPERIENCE



**01.**

You've chosen DNA because it's the place to buy your performance vehicle. We have hand-selected all vehicles in our inventory by our team of car enthusiasts. Click the link below to make your next purchase with complete confidence.

[www.dnaautohausltd.co.uk](http://www.dnaautohausltd.co.uk)

Now you have narrowed it down to "the one", let's put together your package. This can include finance, part exchange or any styling you would like added e.g. carbon splitter, diffuser, etc. After all, this is our speciality!

Your vehicle will be DNA assured - it has passed our thorough 300 point inspection, service history updated at the required time, and 12 months MOT.

**02.**

**03.**

Your vehicle will be detailed before your collection date. This will include a deep clean of the exterior and interior including the engine bay, with a full steam clean of upholstery.

To get a real feel for your car before you head down to our showroom, follow the link attached in this email to view a short video of your car. If you would like a walk around video sent directly to your phone or anything in particular, for example, you wish to hear the exhaust then please send us a message on WhatsApp with your request - **07759 733 659**.

**04.**

05.

You will receive a competitive finance rate and a great value for your part exchange. If you have a part exchange please click the link below to submit your part exchange details and a member of the team will be in touch with your valuation.

[www.dnaautohausltd.co.uk/sell-your-car/](http://www.dnaautohausltd.co.uk/sell-your-car/)

You can apply ahead of your appointment and get a decision within minutes. Once accepted, documentation is signed and the deposit is received, we will book in your collection or delivery at a time and date to suit you.

06.

Upon collection of your DNA vehicle from our showroom, you will be greeted by a fellow enthusiast who has been your point of contact throughout your journey thus far. They will be aware of how you will be looking to fund your vehicle and if a part exchange is involved. We work on an appointment basis ensuring our DNA enthusiasts are dedicated to you throughout. They will be on hand to answer any questions and talk you through the vehicle before leaving you to admire and take in all its beauty in our showroom for as long as you wish. You will then have the opportunity to take your vehicle on a test drive.





We will at this point talk you through our statutory warranty and advise on various other products including an extended **DNA Warranty** and **DNA Vehicle Protection Package** which are available to purchase upon collection or at a later date. We have a dedicated aftercare team who are on hand at any time to talk through the options offered to you during your visit or for any further assistance involving your recent purchase.

Here at DNA, we are all about making your buying experience hassle-free and enjoyable in the comfort of our new showroom with access to WiFi, tea & coffee, whilst being surrounded by some serious eye candy.



# THANK YOU FOR CHOOSING

**DNA**  
AUTOHAUS



[www.dnaautohausltd.co.uk](http://www.dnaautohausltd.co.uk)