

## INEOS Grenadier UK Retailer changes

As the INEOS Grenadier nears two years on sale in the UK, we feel now's the time to make an important change to the organisation of our Retailer network, pivoting from its current agency sales model to a traditional wholesale/franchise approach. The areas that each individual Retailer covers, will change as part of this process. This change will give our Retailer partners more control, ultimately empowering them to provide our customers with a premium customer experience.

This means some Retailers in the UK will be closing. As we grow, new INEOS Grenadier service sites will be opening.

### Why are we doing this?

After establishing a strong footprint as an all-new specialist brand, this adjustment will help set us up for the future - to facilitate continued growth and to deliver a premium experience for our customers.

### What does this mean for me?

Now that we have successfully established the brand in the UK, this change will ultimately unlock a better customer experience. Customers will be able to take deliveries more quickly, will benefit from greater flexibility, greater availability of a range of finance offers, an easier trade-in process, and better access to used Grenadiers.

### What if these changes mean an inconvenience for me?

We appreciate that for some, there will be an inconvenience in the short term. We will be offering vehicle collection and delivery services, where possible to help these customers. This will be offered through the retailer. In addition, our service only footprint is expected to grow as we will add more centres into the UK network.

### How can I find out who my nearest INEOS Grenadier Retailer is?

We will be contacting those customers that are affected by the change, directly by email. Customers can also visit our website, where they can see all Retailer locations in the UK: [www.ineosgrenadier.com/en/gb/find-a-dealer](http://www.ineosgrenadier.com/en/gb/find-a-dealer)

### Is my new Retailer likely to be busier while the network grows, and what will this mean if I can't book a service appointment to meet the service interval recommendation?

As we build our network, there may be occasions when some customers will find the service departments of their new retailer, busier than normal. Should this be the case, and a booking cannot be made to meet the service interval recommendations, there will be no penalty to our customers as a result.

### I live in the South East but am no longer served by a dealer south of Oxfordshire or east of Somerset, where can I go?

This won't be for long. Both these areas have Aftersales support on offer, and we retain Aftersales coverage on the south coast. We expect to add additional sales and service provision across the South East in due course. In the meantime, we will be able to support any sales or service requirements you may have through our current network.



**Who can I contact to find out more?**

We encourage customers who have questions or concerns to contact us directly. We have a team ready to take their calls to address these directly and help them where we can. Our contact number is: 0800 085 3847 or you can visit the Contact Us section of our website to request a call back: [www.ineosgrenadier.com/contact-us](http://www.ineosgrenadier.com/contact-us)

