

Poor Service

Do Salesmen go through special training to master the art of being patronizing and condescending?

Initially, when enquiring about vehicle purchase at Imperial Select Midrand, I was told that the interest rate would be fixed. Upon reading contract, the interest rate is linked. After conversation with both the Sales Rep and Sales Manager on 15/02 I was assured that the interest rate would be amended and changed to a fixed rate. To date, this has not materialized as promised.

I was told that the vehicle only had one previous owner - after obtaining all relevant paperwork, I realized that the vehicle has in fact had two owners.

Temporary Vehicle Registration expired 06/03/2008. After many fruitless attempts to get this resolved I am still being shunned and being treated in a condescending, patronizing manner. I have just been contacted again by the dealership, informing me that the paperwork was submitted late (Wednesday 05 March) and that the license will only be renewed on Monday 10/03/08. I am expected to make a payment for a car that I cannot use?

I wish to address these issues with the dealership, however, my calls are not being returned. I cannot drive to the dealership as the license has expired and I will not drive an unlicensed vehicle.

After leaving numerous messages for Management I still have not received any positive feedback

Forum created by **Amanda**