

“To Grow our Business by Delighting our Customers”

Holt JCB Service Proposition

- ① We aim to attend your machine breakdown within **2 hours**
- ② We are proud to be able to deliver a **“78% First Time Fix*”** when attending your machine
- ③ We will ensure you have a **fully detailed invoice** including justification of charges and details of work conducted
- ④ We are proud to offer an out of hours, **fully responsive** routine servicing and repair service for your business and your assets
- ⑤ We take responsibility to manage your machinery assets in partnership with **you our valued customer**



DID YOU KNOW?

- Holt JCB engineers are rated the highest in the UK for customer care*.
- We have a large team of fully trained engineers with over 350 years of JCB engineering experience.
- We have an extensive range of parts with 87% availability* off the shelf and can deliver to you, if required.
- Holt JCB have 24 hour, including weekends, emergency breakdown cover - so you can contact a Holt JCB employee 24/7!

* Based on 2012 data