



Victory Ford Lincoln Sales Ltd. Commitment to Customer Service

Victory Ford Lincoln Sales Ltd. is committed to providing excellence in customer service and serving all customers with dignity, independence, integration and equal opportunity. We will follow the highest standards in customer service regardless if we are dealing with customers in person or via the phone, internet or email.

Should any of our customers have concern with how they have been treated by our staff or our representative, we will encourage them to provide feedback and are committed to following up on it in a timely manner.

Feedback can be provided by completing a Customer Service Feedback Form that is available from our Team Ambassador or Customer Service Manager or by completing the form available on our website.

Our complete Accessible Customer Service Policy is available upon request either in person or on our website.

Victory Ford Lincoln Sales Ltd. considers that all of our policies are in accordance with the *Accessibility Standard of Customer Service, Ontario Regulation 429/07*.

Partners, Employees and Representatives of Victory Ford Lincoln Sales Ltd.