

# **GROUPE RENAULT**

## **The Post-sale Services of Dacia Under the Sign of Quality**

The post-sale process at Dacia unfolds under the sign of quality and professionalism. The service, the original spare parts, the accessories, the "Dacia Assistance" and "Customer's Voice" services make up the vehicle's service package after the actual purchase.

The quality of the post-sale services is one of Dacia's priorities. It is measured within the context of sales and post-sale actions in view of attracting and establishing customer loyalty.

Dacia shares the Renault practice and standards and has available state-of-the-art logistics, thus being able to provide quality services.

In order for its commercial network to have the best competences available, Dacia invests in staff training by developing new trades associated to the post-sale process.