



# Alto Advantage

*Everything we do is driven by you.*



Alto Mitsubishi Artarmon and Pennant Hills



# Alto Advantage

## Welcome to the Alto Advantage Owners Program

### *Everything We Do is Driven by You*

The Alto Group has been successfully serving the motoring needs of Sydneysiders for over 50 years. Our focus has always been to deliver excellent customer experiences across all parts of our business. Our company philosophy "*everything we do is driven by you*" is made up of five key elements which help keep our business moving forward and customer focussed.

- ▶ Listening is Learning
- ▶ Alto Family Values
- ▶ The Best Brands
- ▶ The Right People
- ▶ The Best Facilities

The Alto Advantage has been specifically designed in line with our philosophy to give you the complete ownership experience.

***The complete ownership experience.***





# Alto Advantage

## Alto Advantage Privileges

At Alto Mitsubishi we believe that our relationship should extend beyond your initial vehicle purchase. We have designed the Alto Advantage Program to reward you for your loyalty and to make the ownership of an Alto vehicle a pleasurable one.

When you choose to purchase and service your new or pre-owned Mitsubishi at Alto Mitsubishi you receive the following exclusive benefits as an Alto Advantage member;

- ▶ 4 Year Capped Price Servicing including complimentary Diamond Advantage Roadside Assistance<sup>-</sup>.
- ▶ Complimentary 1,000km Peace of Mind New Vehicle check.
- ▶ Complimentary Car Wash at time of service.
- ▶ Express Driveway Service Reception 7:30am - 9:30am.
- ▶ A range of alternative transport options when your vehicle is being serviced.
- ▶ Confidence that all work is completed to the highest possible standard.
- ▶ Free annual Registration inspection at time of service.
- ▶ Additional 3 year Mechanical Protection Plan\* including ongoing maintenance benefits.
- ▶ Accident Assistance Program to help you get back on the road quickly with the highest quality repair.

\* Our mechanical protection plans do not change or take away your rights under the Australian Consumer Law. Your right to claim under our plans for the benefits covered are in addition to other rights and remedies you have under the law in relation to your vehicle. However, you can choose to make a claim under any of our plans even if you have rights under the law. Please contact the Finance department for further details.

<sup>-</sup> 1 year Roadside Assist (Service conditions apply). For purchases of new Mitsubishi vehicles after 1st October 2012, your initial 12 month roadside assist will be extended for a period of 12 months from the date of the most recent eligible Capped Price Service for that vehicle performed at an authorised Mitsubishi dealer. Roadside assist, if extended in accordance with these items, is available for a maximum of up to 5 years. Conditions apply. Offers valid as of 01/01/2014. Alto reserves the right to change offer at any time.

***Everything we do is driven by you.***

# Alto Mitsubishi Facilities and Services - All on-site

## Vehicle Sales

With state of the art facilities and an experienced team of both New and Pre-Owned sales consultants, our Alto Mitsubishi showroom has everything you need to assist you in the purchase of your motor vehicle. Whether you know exactly what you are after or perhaps would like an extended test drive of a new Mitsubishi we are here to accommodate your needs.

## Finance and Insurance

Alto Financial Services is committed to meeting the needs of Alto Mitsubishi customers. Our dedicated and experienced Business Managers offer you the ultimate flexibility and a range of cost-effective solutions to purchase or lease any new or pre-owned Mitsubishi vehicle (subject to approval). No matter what finance option you choose, you can rely on us to provide you with a comprehensive and professional solution to your finance, warranty and insurance needs.

## Panel Repair

Should your Mitsubishi be damaged in a collision, we want to ensure that you have access to a repair facility that meets not only our rigid standards for workmanship, integrity and safety, but also yours. Alto Mitsubishi is a Mitsubishi Authorised Repairer using Mitsubishi Genuine Parts that are backed by the Mitsubishi Manufacturer Vehicle Warranty. In addition, we require that all authorised repair staff undergo extensive training in the proper use of the Mitsubishi Factory Approved repair equipment and Technologies.

## Warranty

Even the most technologically advanced vehicles sometimes experience problems. Here at Alto Mitsubishi we are always looking at ways we can make your experience with us as smooth, easy and worry free as possible. At Alto Mitsubishi we believe that your relationship with us extends beyond your initial vehicle purchase and we are committed to monitoring and rectifying any technical issues.

## Service and Parts

With both Service and Parts located on site you can be assured of a seamless servicing experience. The purpose built facilities have been designed to ensure your needs are met every time - Take advantage of our Driveway Service that allows you to drop your vehicle off quickly and easily, or reserve a loan car for the day from our Mitsubishi Fleet. Browse through the range of Mitsubishi Lifestyle products in the parts department or enjoy a coffee in the lounge. Alto Mitsubishi Service and Parts Managers, Advisors and Technicians are committed to a delivering prestige service every time to Alto clients.

**Exclusive to:**



### **Alto Mitsubishi Artarmon**

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Artarmon NSW  
02 8817 4444  
[www.altomitsubishiartarmon.com.au](http://www.altomitsubishiartarmon.com.au)

Alto Artarmon P/L DL18552

### **Alto Mitsubishi Pennant Hills**

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Pennant Hills SW  
02 8817 7777  
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Alto Pennant Hills P/L DL12957