



TRUCK REPAIR FOR A TEMPERATURE-CONTROLLED TRANSPORT SPECIALIST

BACKGROUND

A specialist in temperature-controlled transport, based in Dartford and operating close to the M25 motorway network, came across us through a Google search when a truck needed repairing. From that very first enquiry, Matt was the one talking things through with the client, and they found him responsive, helpful and easy to deal with right from the start.

THE CHALLENGE

Going into the job, the client was expecting this to be a particularly tricky repair. Our site is some distance from theirs, but that was never going to stop us getting there, and the client was genuinely grateful that we were happy to make the journey rather than asking them to find a way of getting the vehicle to us.



OUR APPROACH

We sent John out to take care of the job in person, and the plan was simple: get to the client's site, work through the repair properly, and stay flexible if anything else came up along the way. That last part turned out to matter more than expected.

THE REPAIR

John got stuck into the repair as planned, and despite the client having braced themselves for a difficult job, he worked through it with the kind of confidence and care that put their mind at ease. While he was still on site, the client felt comfortable enough to ask whether he could take a look at a few other things that needed fixing, repairs that hadn't been part of the original plan at all.

It wasn't any trouble to fold those into the same visit. John simply carried on and got everything sorted there and then, which meant the client didn't have to think about booking us out again separately, and their operations carried on with as little interruption as possible.

THE OUTCOME

The truck went back into service, repaired efficiently and to a high standard, and the client summed the whole experience up as professional, reliable and customer-focused from start to finish. Nothing about the process felt stressful or uncertain, and the client has already said they would happily recommend us to other businesses and plan to call on us again whenever the need arises.



SUMMARY

It is a job that says a lot about how we like to work. Travelling out to a client rather than the other way round, staying easy to deal with from the first phone call, and simply getting on with extra repairs when a client asks rather than treating it as an inconvenience, that is what keeps fleet operators like this one coming back, and what keeps a vehicle that matters to their day to day business off the sidelines for as little time as possible.

CLIENT FEEDBACK

"We found Budget Mobile Bodyshop through a Google search when we needed a truck repair, and from our very first enquiry, Matt was responsive, helpful and genuinely easy to deal with throughout the process.

Despite being a considerable distance from their base, they were more than happy to travel to our site and carried out the repairs efficiently and to a high standard. John, who attended site, did a fantastic job, even on what I thought would be a particularly challenging repair. During the visit, he also assisted with some additional unexpected repairs, which was greatly appreciated and helped minimise disruption to our operations.

The service we received was professional, reliable and customer-focused. The whole experience was straightforward and stress-free, giving us confidence that the work would be completed properly and on time. I would have no hesitation in recommending Budget Mobile Bodyshop to other businesses, and we will certainly be using their services again in the future."

Alex Mallett, Transport Manager – E.W.T. (Dartford) Limited

A FAMILY RUN BUSINESS

We are an independent, family-run and family-owned commercial bodyshop business, proud to offer a comprehensive range of services through a single point of contact:

- Mobile Bodyshop Service.
- Commercial Bodyshop.
- Commercial Panel Painting.



GET IN TOUCH

🌐 www.budgetmobilebodyshop.co.uk ✉ info@budgetmobilebodyshop.co.uk ☎ 01623 206827