

## What Our Customers Say

July 2018

I am writing to express my appreciation for the excellent service I received in your garage in Fermoy over the past couple of days which was both very pleasant and extremely efficient. I was *en route* from Dublin to Cork to attend a funeral on Monday when my car developed a fault which required the attention of a VW mechanic.

I called into your premises in mid-afternoon and explained my dilemma. Your express service representative, Rebecca Clancy, was extremely helpful, courteous and efficient.

She arranged, very quickly, for the car to be checked and, on realising that it would need to be kept overnight for the repairs to be carried out, arranged to hire us a car for 24 hours and to transfer our insurance. This was all done with great courtesy and very pleasantly and we were on our way again.

I received a message early the following afternoon to say that the car was ready and went back to Fermoy to pick it up. All the necessary paperwork in transferring our insurance back to our own car was again completed very efficiently.

I thanked the staff before I left and promised Rebecca that I would send a mail to the Manager to express my appreciation. Rebecca and the other staff I met – the lady who arranged the insurance transfer and the mechanic – were all very pleasant and efficient.

My wife and I were most impressed. Your staff are a credit to you and the company.

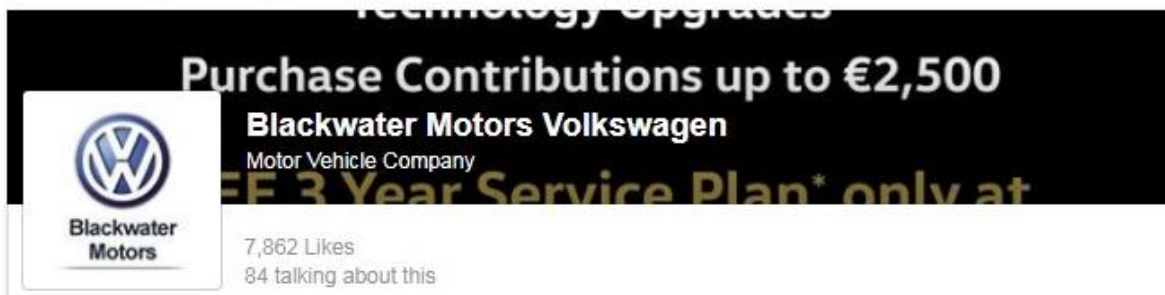
Daniel Murphy

January 2018



**David Holland** reviewed **Blackwater Motors Volkswagen** — **5★**  
17 hrs · 🌐

Limped into Blackwater Motors Fermoy en route from Dublin. Immediate diagnostic & complimentary lift to Cork. Audi paid for repair in 2012 car. 5\* fully deserved.



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**Blackwater Motors**

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September 2017

Just wanted to say Thank You to Colm O Sullivan for the excellent manner in which he dealt with the problem with our car. He had it sorted and us back on the road in 2 days. Can't recommend him highly enough. Fantastic aftercare service.

Maryanne & Dave

#### February 2017

I would like to let you know that the issue has been resolved to my complete satisfaction. I am very happy how the Victoria Cross team have resolved the issue for me now. The car has now even more features than I have asked for. Kudos to the team for their efforts and for going the extra mile. This is how you regain a customer! Keep it up! I took the liberty and ordered them some pizza for their lunch today (should be delivered by 12:30 by Dominos) to show my gratitude and appreciation for their extra work!

Thanks again!

Regards,

Jonas

#### October 2016

I would like to pass on that Blackwater Motors Victoria Cross has always been very helpful and efficient anytime I have called in to the garage. I had to call in again this morning as I had a slow puncture and the lights were on in the dash to tell me pressure in the tyre was down. They always seem to deal with customers very promptly and efficiently.

Regards,

Mary

#### August 2016



**Ashley Oliver** ▶ **Blackwater Motors Volkswagen**



August 20, 2016 · 🌐

Thankyou to the great and friendly team in your serice department for getting me and my Dad back on the road during our holiday after our transporter van developed an electronic turbo issue. We had a deadline to get to Killarney for some 'serious' motorcycling and thanks to you guys we made it with plenty of time. Thank you!

#### July 2016



**Noel Connolly** ▶ **Blackwater Motors Volkswagen**



July 8, 2016 · 🌐

Just got my car back from BWM Fermoy after a few tricky issues with it which I feared would never be resolved, but after the techs spending time on it it's back as good as new. Although it's a bit out of the way for me I wouldn't bring the car anywhere else for Service or diagnostics. Thanks Adam and co.

April 2016



**Keith Greene** ▶ **Blackwater Motors Volkswagen**

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April 28, 2016 · 🌐

I was en route to Cork, 40km outside Fermoy when the car lost power - the turbo oscillator (VW Passat) had packed in.

I arrived at BW Motors at 11am Friday afternoon. They were extremely busy and couldn't guarantee the car would be fixed by Saturday - meaning I'd have to stay in Cork until Monday, not ideal with 3 young kids at home, but these things happen.

BW Motors were superb, and I was over the moon to get a call at 10am Sat morning saying the car was fixed and ready for collection.

BW Motors really made sure I was looked after in time to have the car for the Sat - if I didn't live in Dublin they would get my repeat business.

Special mention and thanks to Sharon and Alan - with staff like that you're guaranteed a happy customer.

Thanks for looking after me, I really appreciated it, as did my wife and kids!

Keep up the good work!  
Keith Greene.

January 2016



**Andrea Niri** ▶ **Blackwater Motors Volkswagen**

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January 26 · 🌐

Thank you to the great and friendly team of Victoria Cross' garage for getting me back on the road so quickly and for FREE! 😊👍 I had an issue with the hardtop of my Volkswagen EOS and they fixed it (I wasn't anymore able to close it!) without charging me anything! I had a deadline to get to Rosslare to catch a ferry to the UK and, thanks to you guys, I made it with plenty of time. Thank you, again!