



Polestar



Polestar Automotive UK Complaints Procedure



Polestar

In the first instance please contact us using the following details:

Telephone – 0808 134 8372

Contact form: <https://www.polestar.com/uk/support/contact/contact-form/>

Website: <https://www.polestar.com/uk/support/contact/>

If you wish to complain our aim is to resolve your complaint as quickly as possible.

To help us do this, please provide the following:

- Your name, phone number and address.
- Details of your concern.
- How you would like us to put things right.
- Your Order Number and/or any relevant reference number.

Please note: If your complaint is in relation to the financing of your vehicle please note that we will be unable to assist and would need to refer you to your finance provider. If your complaint relates to a used car purchased through our network, you will need to discuss this directly with the selling retailer.

What happens next?

- We aim to solve problems as quickly as we can, but more complex matters may take a little time. Your case will be acknowledged with a case number within 24 hours. Once your case has been assigned to a case handler you will then receive follow on contact which will detail a point of contact for who is looking at the complaint, and cover off any outstanding questions that may be needed.
- We will then investigate and work with you to find a solution. If we reach an agreed resolution to your concerns, then we will confirm that with you before your case is closed. If you feel our response hasn't resolved things adequately, please tell us so we can assist further.
- Unfortunately, more complex complaints can take longer to resolve. If your case takes longer than 4 weeks to resolve, we will be in regular contact to provide any relevant updates throughout the process.
- We aim to provide you with our final response to your complaint within 8 weeks of us having received it, or on the rare occasions when it takes longer, we will provide you with an update as reason for delay and details of any escalation procedures.

Once we have reached a conclusion, we will provide you with a full and final response. Should you remain unhappy this response may then be used to raise this matter further with the Motor Ombudsman. The Motor Ombudsman's accreditation scheme is accredited to the CTSI-approved Motor Industry Code of Practice for New Cars and The Motor Industry Code of Practice for Vehicle Sales.

For more information about these Codes or to discuss your complaint with them, you can visit their website at www.TheMotorOmbudsman.org or call on 0345 241 3008.

For any questions not answered in this complaints procedure, please feel free to contact Polestar Support to discuss further.