

**RACE's FAST REPAIR GARAGES
SUMMER 2024
Network Department**



SUMMER SEASON - REPAIRS PROPOSAL

PROPOSAL

- For the summer season, we are negotiation for a process with our garages network for the CLUBS who might be interested
- Our Network Garages can repair any brand and must guarantee a priority and agile attention to RACE's vehicles
- After the Club's agreement, we will send the car to the closest garage for the repair
- The garage will treat the case with priority and will provide the Diagnostic or/and the repair in less tan 24 hours

OBJECTIVES

- Increase the Repair Rate
- Reduce the number of repatriations from the Clubs

BENEFITS

- Improve the NPS
- Decrease the Club's costs

SUMMER SEASON - REPAIRS PROPOSAL

PROTOCOL

1. RACE will refer the car to the workshop having called beforehand to confirm that it accepts the vehicle.
 - Depending on the distance from the breakdown location to the garage, RACE will need to ask for authorization to the Club.
 - On the B2B cases, the Club will need to indicate if they authorize to transfer the car to these garages.
2. The workshop will carry out a diagnosis, without disassembling the vehicle, and will respond within 24 hours.
3. It will provide the following information:
 - ✓ Type of breakdown.
 - ✓ Estimated repair cost
 - ✓ Estimated Repair time
4. RACE will inform the CLUB of the diagnosis provided by the garage & The Club will send an authorization to RACE.
5. RACE will give the repair order to the garage.
6. If, while the repair, there are variations with respect to the diagnosis and initial budget, the garage must communicate it to RACE and RACE will inform the Club, via email.
7. Once the repair has been completed, the workshop shall inform RACE.
8. RACE will inform the CLUB of the repair and will proceed to organize the recovery following instructions from the Club.

NEEDS FROM THE GARAGE

- Inform if for any reason, they are not going to be operational at any time during the Summer
- Keep the Budget provided for the repair
- Complete a written report when the car is received on the garage

RATES

- Diagnostic (during the day) 50 € (VAT excl.)
- Repair in less than 24-48 H 150 € (VAT excl.)

FAST REPAIR GARAGES IN SPAIN

39 garages

Diagnostic 24H
Repair 24-48 H

50 €
150 €

GALICIA

- > CEDEIRA 1
- > SILLEDA 1
- > SIERRA DE OUTES 1
- > MOS 1

ASTURIAS

- > MIERES 1
- > VEGADEO 1

EXTREMADURA

- > JARANDILLA DE LA VERA 1
- > VILLAFRANCA DE LOS BARROS 1

ANDALUCIA

- > HUETOR TAJAR 1
- > DIEZMA 1
- > PTO DE STA MARIA 1
- > CABEZAS SAN JUAN 1
- > LA LUISIANA 1
- > MANILVA 1
- > MONTILLA 1
- > LA CARLOTA 1
- > MAZARRON 1
- > COIN 1
- > ARACENA 1
- > LINARES 1
- > MONTILLA 1

CASTILLA Y LEON

- > CISTIENA 1
- > VILLARRAMIEL 1
- > LANZAHITA 1

COMUNIDAD VALENCIANA

- > TEULADA 1
- > UTIEL 1
- > MURCIA 1

ARAGON

- > ALCAÑIZ 1

MADRID

- > FUENLABRADA 1

CATALUÑA

- > MATARÓ 1
- > MANRESA 1

CASTILLA LA MANCHA

- > YESTE 1
- > ALMOROX 1
- > SOCOVOS 1
- > MEMBRILLA 1
- > SAN CLEMENTE 1
- > CARPIO DE TAJO 1
- > MINGLANILLA 1
- > VALDEPEÑAS 1
- > ALBACETE 1



THANK YOU

