

D & N Autos



Contact Information

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Checkatrade Monitoring

Member Since: **23 March 2012**
Membership Number: **230293**

About this Tradesperson

Limited Company: **No**
Public Liability insurance: **Current - verified 25 October 2017**
Insured by: **Arista insurance**
Accreditations: **City and Guilds**

VAT registered: **No. 177174092**
Cover Amount: **5,000,000**

Recent Customer Feedback

Full service and MOT. 10 / 10
First class service. **Customer in Basingstoke, 19 February 2018**

Coil spring fitted. 10 / 10
Excellent service at the agreed price. They couldn't do enough to keep me happy. I would recommend them 100%.
Customer in Basingstoke, 16 February 2018

Van recovered and engine issues investigated 2.67 / 10
Initial call out was prompt, agreed for the vehicle to be recovered the next day, this didn't happen, was recovered two days late. Once at the garage was very slow to start work and hard to contact, finally said he would look at the van and contact me on Monday. Again never heard anything, I had to keep calling the garage and often got no answer. A week later (the following Monday) was told that they hadn't found anything untoward investigating engine noise and that it might be cheaper to get a new engine. Took to another mechanic who immediately spotted issues. Work was also more than quoted. **Customer in Basingstoke, 1 February 2018**

Reply from Trader: I was saddened to see this feedback. I have checked what happened with this job. I was able to go straight out to the van, then I advised the customer it would need to be recovered to my workshop, he had no breakdown cover so I sub-contracted the recovery to help him out. Unfortunately, the recovery company took 2 days to get the van (which I'm sorry for) and when the van finally got to me I had two members of staff off so I was well behind. I made it clear that I was going to get on with the van asap. I then stripped the engine to find the noise, unfortunately I was unable to find anything. I then was 100% honest with the customer and said I can't see a fault (engine knocking noise) I'm sorry once again, but I was always honest about everything and was even willing to give the customer a 100% refund. This was not to our usual standard and I would ask customers to look at my website to see a truer reflection of our normal workmanship from our many happy customers.

Abs sensor change and brake pads. 10 / 10
Quick and efficient service, highly recommended :) **Customer in Basingstoke, 19 January 2018**

Fix a cabriolet electric window.

10 / 10

As ever cheerful, helpful and efficient, also trustworthy. **Customer in Basingstoke, 12 January 2018**

