



CUSTOMER CARE CHARTER



At XPENG, you're more than just a customer—you're part of a community that's shaping the future of electric mobility. We're here to make sure your journey with us is smooth, exciting, and supported every step of the way.

If you ever need help or just want to share your thoughts, our team is ready to listen and assist. That's the XPENG promise.

WHAT YOU CAN EXPECT FROM US

At XPENG UK, we're committed to giving you the best possible experience. Here's what we promise:

- Friendly, helpful service from people who care.
- We'll listen to you carefully and do everything we can to make things right.
- We'll always treat you with fairness and respect.
- We'll keep things simple and clear—no jargon, just honest info.
- We'll try to answer your questions the first time, or let you know when to expect an update.

XPENG UK: Discover the Xtras that go the extra mile

At XPENG UK, we believe your journey should come with more than just cutting-edge technology and premium design—it should come with peace of mind. That's why every XPENG vehicle comes equipped not just with innovation under the bonnet, but also a suite of Xtras that elevate your ownership experience from day one.

Roadside Assistance

1 - Year

Whether it's a flat tyre or an unexpected stop, you're covered across the UK and Europe - at home or by the roadside - with 12 months of roadside assistance. Help is just a phone call away—anytime, anywhere.

Drive confidently knowing you're backed by a robust manufacturer warranty that covers your vehicle for five years or up to 75,000 miles—whichever comes first. It's our promise of quality and reliability.

Comprehensive
5-Year / 75,000
Mile Warranty

Insurance

Solutions

XPENG Insurance offers competitive rates and coverage that understands your electric lifestyle. With policies tailored to EV drivers, you're protected on the road with fewer compromises and more value.

Maintain peak performance with our tailored service plans. Designed to suit your driving habits and needs, our plans ensure your XPENG stays in prime condition, while keeping your costs predictable.

Flexible
Service Plans

Accident

Aftercare

In the event of an accident, our dedicated Accident Aftercare team is here to take the stress out of the situation. From handling claims to arranging repairs at XPENG-approved centres, we're by your side, every step of the way.

And More...

From in-car connectivity updates to exclusive offers and events for XPENG owners, your ownership experience doesn't end at the dealership—it evolves with you.

At XPENG UK, we're not just delivering electric vehicles—we're delivering a complete package of care, confidence, and convenience. Because the future of driving isn't just electric. It's effortless.

HOW TO RAISE A CONCERN

We know that sometimes things don't go quite as planned—and that's okay. If you're not totally satisfied, here's how to get it sorted:

1. Chat with the dealership team

Start by reaching out to your local XPENG dealership. They know your vehicle best and can usually resolve issues quickly.

2. Still need help? Contact our Customer Support Team

If your dealership hasn't been able to help, our Customer Support team is ready to step in.

Email: info@xpengcars.co.uk

Phone: 01285 647701

Mail:

Customer Support

XPENG UK

103 Watermoor Point

Watermoor Road

Cirencester

Gloucestershire GL7 1LF

One of our friendly representatives will look into things and keep you in the loop. Some issues may take a little time to investigate, but we'll always keep you updated.



When You Give Us a Ring

Here's what you can expect when you call XPENG Customer Support:

- We'll pick up promptly—no endless waiting.
- You'll be connected to the right person who can help.
- If we need to call you back, we'll do it at a time that works for you.
- If your query needs to be passed along, we'll tell you who's handling it and why, so you don't have to repeat yourself.

Call us on: 01285 647701

When You Drop Us an Email

Our inbox is always open—and we'll get back to you as quickly as possible:

- You'll hear from us within two working days
- Or we'll let you know how long it'll take if we need a little more time

Email us at: info@xpengcars.co.uk

When You Write to Us

Prefer to send us a letter? No problem—we'll make sure to respond as quickly as we can:

- We aim to reply within five working days
- If we need longer, we'll keep you in the loop

Mail us at:

Customer Support

XPENG UK

103 Watermoor Point

Watermoor Road

Cirencester

Gloucestershire GL7 1LF

Useful Contacts & Websites

Here are some handy numbers and links you might want to keep nearby:

XPENG Customer Support

01285 647701

Financial Services

0344 556 0358

XPENG Roadside Assistance

0208 603 9841

Privacy Policy

[Xpengcars.co.uk/privacy-policy/](https://xpengcars.co.uk/privacy-policy/)

XPENG UK works with a trusted network of independent dealerships. If your concern is about something you purchased directly from a dealership or finance provider, your contract of sale is with them. That said, we're always happy to guide you in the right direction if you're unsure!

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FOUND EVERYTHING YOU NEED?

To find out more, visit:
xpengcars.co.uk/owners

Or email:
info@xpengcars.co.uk