



## **CARAMA BY CASTROL OFFERS CAR OWNERS PEACE OF MIND WITH 3 MONTHS WARRANTY AND FAIR PRICE ASSURANCE**

*Experience the confidence of quality repairs and the convenience of free drop off service*

**12 November 2013** – Carama by Castrol, Malaysia’s first online service for trusted car care today announced that all the Certified and Listed workshops will provide three months/5,000km warranty and free drop off service for bookings made through [www.carama.com](http://www.carama.com). Car owners will also be assured of a fair price guarantee. Launched in August, Carama, the only car maintenance portal in Malaysia, currently has a network of more than 100 workshops in Klang Valley.

Sumeet Wadhwa, General Manager of Carama said “By providing assurance on the quality of workmanship & pricing, Carama offers peace of mind to the Malaysian car owners and helps uplift the overall standard of service and maintenance at independent workshops. The three month after service warranty is in recognition of the support and demand for reliable car service centers. According to the National Consumer Complaints Centre (NCCC) 2012 annual report, there were 1,695 complaints made with regards to car care service centers and 90 percent of the grievances were on the quality of service provided.

Another area of grievance for consumers is the mismatch between the initial quotation and actual bill for repairs. Through the price assurance feature the consumer can be confident to pay only what was agreed in the formal repair estimate and not a dollar more. Should there be a need for a revised quotation it will be shared with the car owner prior to commencement of work.

Wadhwa added: “We also realize the pressure on time that most people are facing these days due to busy jobs, family commitments and other factors. Ensuring your day routine does not get interrupted; Carama workshops will provide the convenience of a free drop off service within five km radius.”

Carama features an accredited workshop locator, spare parts calculator, my car logbook and Carama Rewards (four percent cashback on all services and repairs) to help car owners simplify their car care experience and find the best workshop for their car. Carama also features the Carama Certified Shops that have been through the “40 point” rigorous screening to meet the highest standard of workshop quality.

Be among the first to experience Malaysia’s first car care portal and get rewarded RM20 by just signing up at <http://www.carama.com/>.