Kabouter Motors CC
Reg: 199904995123 • VAT: 4600223483 • FSP: 28260
123 Main Road
Tel: (021) 8535557 • Email: finance1@autonet.co.za

CONSUMER GOODS AND SERVICES OMBUD (CGSO) STATUTORY NOTICE

Kabouter Motors CC is a registered participant of the **Consumer Goods and Services Ombud (CGSO)** and is bound by the **Consumer Goods and Services Industry Code of Conduct** (accredited under Section 82 of the Consumer Protection Act, 68 of 2008 • Clause 5.1 Statutory Disclosure).

Participant Dealership: Kabouter Motors CC **Effective Date:** 2026-11-26

1. INTERNAL COMPLAINTS RESOLUTION

We are committed to resolving all customer complaints fairly and promptly. If you have a complaint regarding our goods or services, please contact our internal complaints department first so we can assist you:

• **Email:**	**finance1@autonet.co.za**
• **Telephone:**	**(021) 8535557**
• **Physical Address:**	123 Main Road
• **Complaints Process:**	Submit your complaint in writing with your vehicle registration/stock reference and supporting particulars to the email address above. Management will acknowledge receipt in writing and endeavour to resolve the matter within **15 business days**.

2. ESCALATING A DISPUTE TO THE CGSO

If we are unable to resolve your complaint within **15 business days**, or if you are dissatisfied with the outcome of our internal complaints process, you have the right to refer the dispute to the **Consumer Goods and Services Ombud (CGSO)** for free, independent mediation:

• **ShareCall / Call Centre:**	**0860 000 272**
• **WhatsApp:**	**+27 (0) 81 335 3005**
• **Email:**	**info@cgso.org.za**
• **Website:**	**www.cgso.org.za**
• **Postal Address:**	**PO Box 3815, Randburg, 2125**

A copy of the **Consumer Goods and Services Industry Code of Conduct** is available upon request at our dealership offices or can be downloaded directly from the CGSO website at **www.cgso.org.za**.

1. DEALERSHIP INTERNAL COMPLAINTS DESK

Registered Entity: Kabouter Motors CC
Attention: Dealer Principal / Complaints Officer
Email: finance1@autonet.co.za
Telephone: (021) 8535557
Resolution Window: Within 15 Business Days

2. CONSUMER GOODS & SERVICES OMBUD (CGSO)

Statutory Authority: Section 82 CPA Accredited Ombud
ShareCall: 0860 000 272 • **WhatsApp:** +27 (0) 81 335 3005
Email: info@cgso.org.za
Web: www.cgso.org.za
Postal: PO Box 3815, Randburg, 2125

Statutory Consumer Protection Act (CPA) & CGSO Clause 5.1 Compliance Declaration:
Issued in accordance with Clause 5.1 of the Consumer Goods and Services Industry Code of Conduct under Section 82 of the Consumer Protection Act, No. 68 of 2008. Consumers are encouraged to lodge complaints directly with Kabouter Motors CC in the first instance, failing resolution within 15 business days of which the matter may be referred to the CGSO (www.cgso.org.za) or, for motor-specific technical disputes, the Motor Industry Ombud of South Africa (MIOSA, www.miosa.co.za).

Received by (Purchaser Signature):

For and on behalf of Kabouter Motors CC:

Purchaser Acceptance

Authorized Dealer Representative