



Lexus Customers Enjoy the Convenience of Online Consultations

10 July 2020

Lexus has launched an online consultation service, available to customers via all of its UK retailer websites.

While the easing of lockdown restrictions in the UK has allowed Lexus centres to open their sales and service doors for customers who wish to visit by appointment, a virtual, one-on-one video consultation feature has been developed for those who might not yet wish to venture out to retail premises.

Easily accessible, either through the [Lexus central website](#) or as a click-through from one of the websites of the 44 Lexus retailers across the UK, it allows customers to request a personalised video call with a Lexus expert.

Calls are tailored to each customer's needs and all aspects of the car-buying process can be covered remotely by centre staff, be it a video tour of a vehicle in the showroom or a rundown of the features of any model in the Lexus range.

Alongside the online consultations, Lexus workshops are providing vehicle servicing, MOT testing and repairs, and all centres are open for sales, by prior appointment. Lexus centres are operating to strict hygiene and operating standards, to safeguard customers, technicians and sales staff.

For buyers of new cars, Lexus has been operating its own scrappage scheme since 2017, giving customers the opportunity to dispose of their old vehicle and gain savings on the recommended retail price of a new model. The scheme currently applies to the CT hatchback, UX, NX, RX and RX L SUVs and ES saloon, with savings of up to £4,000 available.

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